

FINAL EVALUATION REPORT EVALUATING THE EFFECTIVENESS OF THE U.S. DEPARTMENT OF STATE BUREAU OF POPULATION, REFUGEES, AND MIGRATION–FUNDED PROGRAMS FOR REFUGEES AND INTERNALLY DISPLACED PERSONS IN THE CAUCASUS

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TABLE OF CONTENTS

EXECUTIVE SUMMARY	i
1.0 INTRODUCTION	1
1.1 Evaluation Background	1
1.2 Evaluation Purpose	1
1.3 Evaluation Questions and Themes	1
2.0 BACKGROUND	2
2.1 Objectives of PRM Assistance	2
2.2 Program Priorities	2
2.3 Program Partners.....	3
3.0 EVALUATION METHODS.....	3
3.1 Evaluation Scope	3
3.2 Evaluation Approach	4
3.3 Data Collection by Country	5
3.4 Data Analysis.....	6
3.5 Evaluation Limitations	6
4.0 FINDINGS.....	7
4.1 Government Engagement	7
4.1.1 Georgia.....	7
4.1.2 Armenia.....	8
4.1.3 Azerbaijan.....	8
4.2 Evaluation Questions	9
4.2.1 EQ 1: To what extent have PRM-funded programs met the humanitarian needs of refugees and IDPs in Georgia and elsewhere in the Caucasus?	9
4.2.2 EQ 2: To what extent did PRM-funded programs provide durable and interim solutions for refugees and IDPs in Georgia and the Caucasus?	11
4.3.1 EQ 3: To what extent were refugees and IDPs satisfied with the quality of services received?	20
4.4.1 EQ 4: How well have PRM-supported activities in the region supported the Bureau's FBSs?	22
5.0 CONCLUSIONS	24
6.0 CHALLENGES AND LESSONS LEARNED	25
6.1 Challenges.....	25
6.2 Lessons Learned.....	26
7.0 RECOMMENDATIONS.....	27
ANNEXES	0
Annex 1: Statement of Work	1
Annex 2: Context.....	12
Annex 3: Program Partners.....	13
Annex 4: Work Plan and Evaluation Methodology	15
Annex 5: Interview and Online Survey Guides	24
Annex 6: Summary of Results of Reviewed NGO and UN Women Pilot Projects.....	45

Annex 7: Partners' Assessment of Government Performance.....	48
Annex 8: 2019 PRM fBS Goals and Objectives.....	54
Annex 9: List of Respondents.....	58
Annex 10: Disclosure of Conflict of Interest.....	61
Annex 11: Documents Reviewed	63

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ACRONYMS

Acronym	Definition
ABA/ROLI	American Bar Association Fund for Justice and Education Rule of Law Initiative
ABL	Administrative Boundary Line
ASB	Arbeiter Samariter Bund (Worker's Samaritan Federation)
COVID-19	Coronavirus Disease 2019
CSO	Civil Society Organization
DIPI	Division of International Protection Issues of the Migration Department of the Ministry of Internal Affairs of Georgia
DOS	Department of State
DRC	Danish Refugee Council
EQ	Evaluation Question
ET	Evaluation Team
EU	European Union
FBS	Functional Bureau Strategy (PRM/FBS)
FY	Fiscal Year
GBV	Gender-Based Violence
IASC	Inter-Agency Standing Committee
ICRC	International Committee of The Red Cross
IDP	Internally Displaced Person
IHL	International Humanitarian Law
IOM	International Organization for Migration (now UN Migration)
IP	Implementing Partner
IRMS	IT Research & Metadata Solutions
KII	Key Informant Interview
LAS	Legal Aid Services
LOC	Line of Contact
M&E	Monitoring and Evaluation
ME&A	ME&A, Inc. (formerly Mendez England and Associates)
MoU	Memorandum of Understanding
MRA	Ministry of Refugees and Accommodation of Georgia
MSC	Most Significant Change
NAP	National Action Plan
NGO	Nongovernmental Organization
NOFO	Notice of Funding Opportunity
OSCE	Organization for Security and Cooperation in Europe
PDO	Public Defender's Office
PPRC	Policy and Program Review Committee (in PRM)
PRM	State Department Bureau of Population, Refugees and Migration
PRM/ECA	Office of Assistance to Europe, Central Asia and the Americas
REFCOORD	Regional Refugee Coordinator
SDG	Sustainable Development Goal

Acronym	Definition
SME	Small to Medium-Sized Enterprise
SOW	Statement of Work
STC	Save the Children
TCN	Third-Country National
U.S.	United States
UMID	Support to Social Development Public Union Azerbaijan
UN	United Nations
UNCT	United Nations Country Team
UNHCR	United Nations High Commissioner for Refugees
UNPPA	United Nations Political and Peacebuilding Affairs
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
USAID	United States Agency for International Development
USG	United States Government
WPS	Women, Peace, and Security
WV	World Vision

GLOSSARY

Asylum: The grant, by a State, of protection on its territory to persons from another State who are fleeing persecution or in serious danger. Asylum encompasses a variety of elements, including *non-refoulement*, permission to remain on the territory of the asylum country, and human standards of treatment.¹

Asylum seeker: An individual who is seeking international protection. In countries with individualized procedures, an asylum seeker is someone whose claim has not yet been finally decided on by the country in which the claim is submitted. Not every asylum seeker will ultimately be recognized as a refugee, but every refugee was initially an asylum seeker.

Beneficiary: A beneficiary is a recipient of assistance from a PRM-funded/supported program.

Durable solutions:

- Internally Displaced Persons (IDPs):² A durable solution is achieved when IDPs no longer have specific assistance and protection needs that are linked to their displacement and such persons can enjoy their human rights without discrimination resulting from their displacement.
- Refugees:³ Any means by which the situation of refugees can be satisfactorily and permanently resolved to enable them to live normal lives. UNHCR traditionally pursues the three durable solutions of voluntary repatriation, local integration, and resettlement.

Internally displaced person (IDP): An individual who has been forced or obliged to flee from his or her home or place of habitual residence, in particular as a result of or in order to avoid the effects of armed conflicts, situations of generalized violence, violations of human rights, or natural or human-made disasters and has not crossed an internationally recognized State border.⁴

Migrant: An umbrella term, not defined under international law, reflecting the common understanding of a person who moves away from his or her place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons. The term includes several well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined, such as smuggled migrants; and those whose status or means of movement are not specifically defined under international law, such as international students.

Migrants in vulnerable situations: Migrants who are unable to effectively enjoy their human rights, are at increased risk of violations and abuse, and who, accordingly, are entitled to call on a duty bearer's heightened duty of care.⁵

Person of concern: A person whose protection and assistance needs are of interest to UNHCR. This includes refugees, asylum seekers, stateless people, IDPs, and returnees.⁶

Refugee: A person who meets the eligibility criteria under the applicable refugee definition, as provided for by international or regional instruments, under UNCHR's mandate, and/or in national legislation.⁷

Stateless persons: Persons who are not recognized as nationals by any State under the operation of its

¹ UNHCR Glossary: <https://www.unhcr.org/449267670.pdf>

² Inter-Agency Standing Committee (IASC) Framework on Durable Solutions for Internally Displaced Persons

³ UNHCR Glossary: <https://www.unhcr.org/449267670.pdf>

⁴ UNHCR Glossary: <https://www.unhcr.org/449267670.pdf>

⁵ IOM Migration Glossary, 2019: https://publications.iom.int/system/files/pdf/iml_34_glossary.pdf

⁶ <https://reporting.unhcr.org/glossary>

⁷ UNHCR Glossary: <https://www.unhcr.org/449267670.pdf>

law, including persons whose nationality is not established.⁸

Third-country national: In a situation in which two States are concerned, any person who is not a national of either State or, in the context of regional organizations, nationals of States that are not member States of such organizations.⁹

⁸ UNHCR Glossary: <https://www.unhcr.org/449267670.pdf>

⁹ IOM Migration Glossary, 2019: https://publications.iom.int/system/files/pdf/iml_34_glossary.pdf

EXECUTIVE SUMMARY

EVALUATION PURPOSE AND QUESTIONS

This report presents the final evaluation of programs for refugees and internally displaced persons (IDPs) in the Caucasus region, funded by the United States Department of State (DOS) Bureau of Population, Refugees, and Migration (PRM). The evaluation covers programs implemented from fiscal year (FY) 2015 through FY 2020 in three countries—Georgia, Armenia, and Azerbaijan—by various international organizations and nongovernmental organizations (NGOs). The evaluation of the programs focused on activities implemented in Georgia during FY 2017–2019. The purpose of the evaluation was to understand the extent to which (1) PRM-funded programs met the humanitarian needs of refugees and IDPs in Georgia and elsewhere in the Caucasus; (2) the programs provided durable and interim solutions for refugees and IDPs in Georgia and the Caucasus; and (3) the refugees and IDPs were satisfied with the quality of services received. The evaluation also looked at how well PRM-supported activities in the region have supported the Bureau’s Functional Bureau Strategy (FBS).

PRM ASSISTANCE OBJECTIVES

In the past five years, PRM programming in the South Caucasus has been guided by the following four objectives:¹⁰ (1) seek durable solutions for vulnerable displaced persons in protracted situations, (2) improve asylum systems, (3) prevent and reduce statelessness, and (4) support regional contingency planning efforts. To achieve these objectives, PRM has funded humanitarian assistance supporting the work of the United Nations High Commissioner for Refugees (UNHCR), International Organization for Migration (IOM), International Committee of The Red Cross (ICRC), and various NGOs. FY 2017 saw a shift in policy to end gap-filling programming through NGOs in Georgia and Armenia by the end of FY 2019 and transition to funding programming in the region through UNHCR, ICRC, and IOM only. Development of exit strategies, in consultation with host governments and partners, became a top priority and was added to PRM’s program objectives.

EVALUATION METHODOLOGY

The evaluation was conducted between July and December 2020 and involved three weeks of fieldwork in Georgia, Armenia, and Azerbaijan conducted remotely because of restrictions related to coronavirus disease 2019 (COVID-19). In consultation with PRM and the program partners, the evaluation team (ET) selected a wide range of stakeholders, covering central and municipality-level government officials in Georgia and staff from PRM, the United States Agency for International Development (USAID), and international organizations and NGOs in Georgia, Armenia, and Azerbaijan, including their subgrantees implementing activities in Abkhazia and communities living along the Administrative Boundary Lines (ABLs) in Georgia. Because of COVID-19-related restrictions, the ET had to rely on the partner organizations for access to and lists of beneficiaries for qualitative interview data. The evaluation team interviewed IDPs, refugees, and asylum seekers in both Georgia and Armenia. The purposive selection process allowed a wide range of views and opinions.

The ET analyzed qualitative data from 30 key informant interviews (KIIs) with international organizations, NGOs, and government stakeholders (43 participants in total), in the three countries as well as interviews with 62 beneficiaries in Georgia and 34 beneficiaries in Armenia, with a total of 139 (61 percent female) respondents. Analysis also included data collected from mini-survey questions embedded in the KIIs¹¹ and online surveys administered to the interviewed partners and government officials to supplement the data collected during the interviews and to answer the evaluation questions (EQs). Limitations included the COVID-19-related restrictions and the fact that some of the activities were implemented and concluded

¹⁰ PRM Policy and Program Review Committee (PPRC) policy papers FY 2015-FY 2019.

¹¹ Categorical binary and scaled questions detailed in the interview guides (Annex 5).

several years ago. As mentioned, because of COVID-19-related restrictions, the ET had to conduct all the interviews remotely, including the beneficiary interviews, and no group discussions were possible.

FINDINGS AND CONCLUSIONS

Based on the data collected, reviewed, and analyzed, the evaluation found that the PRM-funded program activities achieved or exceeded the intended results. The activities align with generally accepted international best practices¹² in situations of protracted displacement.

EQ 1: To what extent have PRM-funded programs met the humanitarian needs of refugees and IDPs in Georgia and elsewhere in the Caucasus?

EQ1 sub-questions: (a) Did humanitarian assistance target and reach the most vulnerable? (b) Did humanitarian assistance achieve PRM's strategic goal to save lives, ease suffering, and promote human dignity? (c): How well have PRM notices of funding opportunities addressed gaps in humanitarian assistance?

PRM-funded programs have delivered powerful support to IDPs and refugees. The small NGO projects have served as a stepping stone for follow-on initiatives supported by other donors and/or successfully taken over by the Government of Georgia. An interview with one of the NGO¹³ partners confirmed that after five years, a 24-hour shelter for the elderly is still self-supporting and expanding. International organization and NGO partners have addressed gaps in the Government of Georgia's assistance programs, focusing mostly on housing programs, through livelihood, gender-based violence (GBV), and confidence-building activities.

All 14 staff members from partner organizations (international organizations, NGOs, and their local partners) that responded to the online survey and 18 interviewees who responded to the question in the mini-survey¹⁴ during the KIIs believed that PRM-supported assistance protected the most vulnerable. Sixteen of the 18 stakeholders also stated that PRM funding priorities aligned with beneficiary needs. Several respondents said that vulnerability was the most important beneficiary selection criterion based on their programming guidelines, also aligned with PRM's guidelines.

PRM's assistance to vulnerable groups aligned with their needs and addressed the gaps that governments were not able to cover. Eleven of 14 partner organization respondents to the online survey, along with all Government of Georgia respondents (3), believed that PRM-supported programs in their country of operation supported or complemented government humanitarian and integration efforts.

EQ 1 sub-question (d): Have there been any unintended consequences?

Most interviewed partners could not think of any unintended consequences. One partner, however, stated that some of the beneficiaries—Syrian-Armenian refugees—got used to the free legal services and continue to apply even though they would have the resources to hire legal services. This places a burden on the partner having to spend time on those applications and takes time away from the most vulnerable applicants.¹⁵ One of the local government officials in Georgia expressed concern, addressed to all donors and not just PRM, that some beneficiaries are becoming donor dependent after having received assistance for decades. Some of the most vulnerable IDPs have a hard time moving from humanitarian assistance to self-reliance.¹⁶

¹² Such as the 1998 UN Guiding Principles on Internal Displacement, the UNOCHA Policy and Studies Series: Reducing Protracted Internal Displacement – A Snapshot of Successful Humanitarian-Development Initiatives, June 2019, and the 2010 Inter-Agency Standing Committee (IASC) Framework on Durable Solutions for Internally Displaced Persons.

¹³ Interview with ASB Georgia, October 1, 2020.

¹⁴ Annex 3: Mini-survey question embedded in the KII guide: "In your opinion, did PRM-supported assistance target the most vulnerable?"

¹⁵ Interview with ABA-ROLI, October 12, 2020.

¹⁶ Interview with Gender Equality and Social Protection Department in Zugdidi, October 7, 2020.

EQ 2: To what extent did PRM-funded programs provide durable and interim solutions for refugees and IDPs in Georgia and the Caucasus?

Thirteen of 14 partner organization respondents to the online survey, along with all six Government of Georgia stakeholders participating in the mini-survey, believed that PRM-supported assistance in their country of operation improved refugee and IDP self-reliance. Citing many of the same activity successes, such as the creation of livelihood activities, advocacy for integration, and access to labor markets for refugees, most partner organization respondents to the online survey and 19 of 24 stakeholders who responded to the mini-survey during the KIIIs said that PRM-supported programs provided interim and durable solutions for IDPs, refugees, and conflict-affected populations through local integration and increased self-reliance.

EQ 2 sub-question (a): Which programs were most successful and why?

The most successful activities were multiyear activities that had (1) strong working relationships with key PRM partners, such as UNHCR; (2) a proven track record of provision of specialized sectoral assistance; (3) strong consultation, coordination, and longstanding relationships with other NGOs, international organizations, and local authorities and communities; (4) meaningful beneficiary participation; (5) joint assessments with all stakeholders, including beneficiaries; and (6) realistic goals and strong capacity-building activities supporting durable solutions and responsible handover.

EQ 2 sub-question (b): In what way did PRM-funded programs support a measured and responsible disengagement of PRM funding?

Partners interviewed indicated that when donor disengagement in the region started several years ago, PRM was one of the last to support IDP-related projects allowing gradual transition. PRM also ensured that funding would be available from other sources, such as USAID and other U.S. sources. Ongoing contributions through key partners such as UNHCR and ICRC contribute to responsible disengagement, allowing continuation of activities and transition from humanitarian assistance to longer-term development assistance.

EQ 3: To what extent were refugees and IDPs satisfied with the quality of services received?

Interviews with beneficiaries indicated that recipients are overall happy with the assistance received. The assistance was provided in a timely manner and to the most vulnerable, and it improved their ability to meet basic needs; they now have better access to educational, vocational, legal, health care, and integrational services offered by the governments, international organizations, and NGOs. Most beneficiaries felt they had been consulted about their needs and respected by aid organizations.

EQ 4: How well have PRM-supported activities in the region supported the Bureau's FBS?

Most activities designed and selected for funding align with the strategic goals and objectives outlined in the FBS seeking to protect and provide critical assistance to the most vulnerable people—refugees, victims of conflict, IDPs, stateless persons, and vulnerable migrants. Funded activities have supported the three main FBS goals: (1) save lives, ease suffering, and promote human dignity through efficient and effective humanitarian assistance; (2) promote and provide durable and interim solutions for populations of concern through U.S. assistance and collaboration with the international community; and (3) advocate for the protection of vulnerable populations and exercise leadership in the international community.

RECOMMENDATIONS AND LESSONS LEARNED

Except as specifically indicated, the following recommendations are meant to be broadly applicable to protracted displacement situations similar to that in the Caucasus. They are based not only on positive findings and best practices but also on some of the challenges and lessons learned to help guide PRM's future programming in similar situations.

A. Humanitarian Assistance and Protection

Abkhazia: Continue to fund humanitarian assistance in Abkhazia. Humanitarian needs in Abkhazia are ongoing and consistently reported. The IDP returnee population in Abkhazia is aging and the frequent ABL closures, lasting several weeks at a time, have reduced the population's resilience and depleted economic activity. The Government of Georgia does not have access to Abkhazia and relies on partners to provide that assistance.

Unearmarked funding: Continue unearmarked or loosely unearmarked contributions to UNHCR and ICRC. Unearmarked funding has been critical in enabling them to do their work and adjust operations based on the evolving needs on the ground in a protracted crisis when no other funding is available. For example, the unearmarked funding to ICRC has enabled it to maintain a presence and rapidly address the current Nagorno Karabakh crisis that flared up in September 2020.¹⁷

B. Interim and Durable Solutions During Protracted Displacement Situations

Livelihoods and market studies: Continue to focus programming on livelihoods. Baseline and market studies are critical to guide development of the right type of needs-based activities. Strong alignment with business and markets contributes to achievement of durable solutions, sustainability, and self-reliance.

Advocacy: Remind governments of their ongoing responsibilities and obligations toward refugees and IDPs. The 2030 Agenda for Sustainable Development calls for national governments to develop long-term strategies to address and reduce internal displacement to achieve Sustainable Development Goals (SDGs).¹⁸ Together with partners, promote the inclusion of refugees, IDPs, and stateless people in national development plans.¹⁹

Advancement of IDP-related laws and policies: Advocate and call on governments to develop and implement laws based on the United Nations Guiding Principles on Displacement to achieve truly lasting, durable solutions.

Multiyear projects: Support multiyear funding. Multiyear projects allow adaptation to the changing and evolving needs of IDPs and refugees and produce better results in fulfilling the complex needs caused by protracted crisis situations. Multiyear funding also allows better linkages between relief and development activities.

Participation of beneficiaries: Ensure meaningful participation and inclusion of IDPs, refugees, asylum seekers, and host communities. Priorities identified by the beneficiaries themselves and host communities have proven to achieve the best outcomes. Encourage establishment of community mobilizers to support the communities with referral services and integration initiatives and opportunities. This approach is also recommended when IDPs, refugees, and asylum seekers are scattered in urban (and rural) areas, living in non-camp situations without support from traditional camp and/or community leader structures and the large-scale presence of aid organizations.

Joint planning and programming: Encourage joint humanitarian-development planning and program design driven by collaborative joint data collection and analysis to understand context, needs, and capabilities across the sectors and support achievement of durable solutions. When partners, affected populations, government authorities, and humanitarian and development actors work together throughout the process, they are more likely to agree on the results desired and establish a shared understanding of the situation contributing to joint and effective responses.²⁰ Lead by example and develop strong coordination between PRM and USAID humanitarian and development programming to ensure adequate

¹⁷ Interview with ICRC Geneva HQs.

¹⁸ [https://agendaforhumanity.org/sites/default/files/resources/2019/Jun/\[A-70-709\]%20Secretary-General's%20Report%20for%20WHS_0.pdf](https://agendaforhumanity.org/sites/default/files/resources/2019/Jun/[A-70-709]%20Secretary-General's%20Report%20for%20WHS_0.pdf).

¹⁹ <https://www.unhcr.org/en-us/2030-agenda-for-sustainable-development.html>.

²⁰ <https://www.jips.org>.

levels of development assistance and socioeconomic integration support, particularly through livelihood initiatives in a protracted crisis.

C. Transition and Disengagement

Connect beneficiaries with authorities: Ensure that PRM-funded program activities connect IDPs and refugees with authorities to increase accountability and ensure that policies are designed based on their needs, address their issues, and support successful transition from PRM support.

Reconciliation and peacebuilding: Increase synergies between PRM and USAID to ensure transition to and/or continuation of people-to-people confidence-building programming to support long-term reconciliation efforts through economic integration, health, and education initiatives. This should be done in coordination with development actors such as USAID that promote mainstreaming of conflict-sensitive programming into their development assistance portfolio.

Policy changes: Communicate decisions on disengagement or policy changes well in advance to allow partners and stakeholders to prepare for gradual transition, including ability to seek funding from other donors if continuation of activities is needed to ensure successful handover to local ownership. Although it is normal for donors to disengage at some point, clear and timely communication about such decisions is key.

Exit strategies: Ensure partner handover strategies are realistic, carefully planned, and incorporated into the proposals and activities from the beginning to ensure sustainability. Partner activities and exit strategies should be linked to existing government strategies, action plans, and budgets and formalized in memoranda of understanding, particularly when transferring service provision responsibilities. If strategies and policies are not in place, support their development to ensure responsible and successful handover. In Georgia, some of the activities did not manage to secure full financial and management commitment from the government counterparts; written agreements should have been put in place to ensure sustainability of the activities at the local level.

Role of civil society organizations: Maintain regular consultations with local CSOs to better understand local context and issues. Capacity building and strengthening of CSOs and grassroots organizations will help advance and continue the work needed after donor disengagement, but capacity building takes time. One partner stated that “*lack of capacity and existence of CSOs is the weak link for these initiatives.*”²¹ CSOs’ ability to continue active engagement in awareness raising, community mobilization, and advocacy is critical to the communities in need in protracted situations.

D. Partnerships and Funding

Funding decisions: Keep partners informed and provide funding decisions in a timely manner. During the KILs, partners expressed that they must be able to retain quality staff to ensure successful implementation of programming in challenging and fragile context. If partners cannot predict funding decisions and renew staff contracts in a timely manner, they may lose staff.

Selection of partners: Ensure the right partners are selected if a similar programming approach is adopted in other situations. Several partners stated that selecting partners with a proven track record of technical, sectoral, and delivery experience—and a hands-on approach with the ability to directly “jump in”—is a must. Partners without a network of partnerships, relationships, and local knowledge will not be able to accomplish much in short timeframes. The former PRM regional refugee coordinator recommended that PRM should also select partners that can wear more than one hat to address complex needs in protracted conflicts.

²¹ Interview with Cultural Humanitarian Fund Sukhumi, October 1, 2020.

I.0 INTRODUCTION

I.1 EVALUATION BACKGROUND

The United States Department of State's (DOS) Bureau of Population, Refugees, and Migration (PRM) has funded humanitarian assistance in the Caucasus region for more than two decades.²² Between fiscal year (FY) 2015 and FY 2019, PRM funded a series of small-scale pilot approach²³ projects, averaging \$200,000 or less, in the South Caucasus to support the most vulnerable populations and improve the lives of conflict-affected and displaced persons. The approach aimed to demonstrate to the Governments of Georgia, Armenia, and Azerbaijan that relatively small investments can help ensure protection and provide durable solutions for the needs of vulnerable populations struggling with the effects of decades-long conflicts. A total of almost \$6 million was provided for pilot approach activities implemented by nongovernmental organizations (NGOs) and the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women). NGO partners contributed approximately \$160,000 of co-share funding toward the activities.

PRM's humanitarian assistance in the three countries also includes activities implemented by PRM's key international organization partners—the United Nations High Commissioner for Refugees (UNHCR), International Organization for Migration (IOM), and International Committee of The Red Cross (ICRC)—supporting the fulfilment of PRM's core mandate to provide life-saving assistance and protection to refugees, internally displaced persons (IDPs), stateless persons, and vulnerable migrants in the region.

Until now, no formal evaluations have examined PRM-funded activities, including the 2015–2019 pilot approach projects in the South Caucasus.

I.2 EVALUATION PURPOSE

This final evaluation of the PRM program aims to assess the program's accomplishments toward its intended results and inform future PRM programming and funding decisions. The evaluation results will help ensure that the most critical humanitarian needs of the most vulnerable are addressed and that programming will facilitate and contribute to achieving durable solutions²⁴ in similar situations of protracted crisis and displacement.

The audience for this evaluation comprises PRM, its program partners, and other stakeholders working on refugee, IDP, and stateless person issues in the South Caucasus and similar protracted displacement situations.

I.3 EVALUATION QUESTIONS AND THEMES

The evaluation sought to answer the following evaluation questions (EQs) and sub-questions divided into four themes: humanitarian assistance and protection, interim and durable solutions, beneficiary feedback, and PRM Functional Bureau Strategy (FBS).²⁵

²² <https://www.state.gov/overseas-assistance-by-region/europe-central-asia-and-the-americas/>.

²³ Definition from the evaluation scope of work (SOW): “PRM's pilot approach refers to funding small projects in specific locations that can be used as a model for the government about the types of programs, accompanied by U.S. advocacy, to encourage governments to invest in protection for vulnerable populations.”

²⁴ Inter-Agency Standing Committee (IASC) Framework on Durable Solutions for Internally Displaced Persons (2010) definition: “A durable solution is achieved when IDPs no longer have specific assistance and protection needs that are linked to their displacement and such persons can enjoy their human rights without discrimination resulting from their displacement.” Durable solutions can be achieved through sustainable reintegration at the place of origin (“return”), sustainable local integration in areas where IDPs take refuge (“local integration”), and sustainable integration in another part of the country (“settlement”).

²⁵ DOS/PRM Evaluation SOW.

EQ 1: To what extent have PRM-funded programs met the humanitarian needs of refugees and IDPs in Georgia and elsewhere in the Caucasus?

- a. Did humanitarian assistance programs target and reach those most vulnerable?
- b. Did humanitarian assistance achieve PRM's strategic goal to save lives, ease suffering, and promote human dignity?
- c. How well have PRM notices of funding opportunities addressed gaps in humanitarian assistance?
- d. Have there been any unintended consequences?

EQ 2: To what extent did PRM-funded programs provide durable and interim solutions for refugees and IDPs in Georgia and the Caucasus?

- a. Which programs were most successful and why?
- b. In what way did PRM-funded programs support a measured and responsible disengagement of PRM funding?
- c. The evaluation should provide concrete and actionable recommendations on how PRM and its stakeholders should handle the transition from PRM support.

EQ 3: To what extent were refugees and IDPs satisfied with the quality of services received?

EQ 4: How well have PRM-supported activities in the region supported the Bureau's FBS?

2.0 BACKGROUND

2.1 OBJECTIVES OF PRM ASSISTANCE

Nearly 1 million people in the South Caucasus (Georgia, Armenia, and Azerbaijan) continue to live in protracted displacement situations caused by decades-long, unresolved conflicts and political turmoil. PRM has advocated for provision of and access to humanitarian assistance, durable solutions, and support from the Governments of Georgia, Armenia, and Azerbaijan for IDP and refugee integration. It has actively engaged in fora that seek to advance those objectives, such as the regional Almaty Process on refugee protection and international migration²⁶ and the Geneva International Discussions) on Georgia, including the Working Group II on Humanitarian Issues, co-chaired by the Organization for Security and Cooperation in Europe and United Nations Political and Peacebuilding Affairs. Based on the FY 2015–2019 PRM Policy and Program Review Committee (PPRC) policy and strategy papers and funding decisions, PRM's programming in the South Caucasus was guided by the following four objectives:

1. Seek durable solutions for vulnerable displaced persons in protracted situations.
2. Improve asylum systems.
3. Prevent and reduce statelessness.
4. Support regional contingency planning efforts.

PRM-funded assistance in the region was provided through international organizations and NGOs to fill the gaps in government assistance. FY 2017 saw a shift in policy to end gap-filling programming through NGOs in Georgia and Armenia by the end of FY 2019 and—as a new PRM program objective—transition to fund programming in the region only through international organizations such as UNHCR, ICRC, UN Women, and IOM.

2.2 PROGRAM PRIORITIES

In accordance with the evaluation's scope, this report focuses on PRM's FY 2017–2019 programming priorities in Georgia and activities that would contribute to durable solutions through socioeconomic

²⁶ <http://www.iom.tj/index.php/en/newsletters/311-tajikistan-takes-the-lead-in-the-almaty-process-2>.

integration and empowerment of the most vulnerable²⁷ IDPs in locations such as Gali in Georgia's occupied territory of Abkhazia and its western region of Samegrelo. Priorities included the following:

- **Protection** activities that targeted grassroots legal assistance and counseling, community mobilization, integration assistance, and information dissemination about available services. Activities that supported government efforts to create durable housing solutions were also included.
- **Livelihood** projects that support vocational skills training, job placement assistance, and self-sufficiency through employment.
- **Gender-based violence (GBV)** activities that focus on core service provision, prevention, behavior change, empowerment of women and girls, and capacity building.²⁸
- **Confidence building** across communities divided by conflict, including information campaigns to facilitate conflict mitigation and awareness of government programs and policies for IDPs, particularly youth, women, and children. Special focus was placed on Gali, Abkhazia, because of the deteriorating conditions there.

2.3 PROGRAM PARTNERS

PRM's NGO and international organization partners in the Caucasus are detailed in Annex 3. Specific activities and key achievements of the NGO and international organization partner organizations are summarized in more detail in Section 4. Annex 6 details the list of activities by NGO partner and UN Women, by country, and by fiscal year.

3.0 EVALUATION METHODS

3.1 EVALUATION SCOPE

The evaluation team (ET) consisted of a team leader and a senior-level local subject matter expert in Georgia. The team was supported by an ME&A, Inc. (ME&A) home office program manager, project coordinator, and evaluation specialist, as well as a local partner, IT Research & Metadata Solutions (IRMS), which assisted with data collection. The evaluation was conducted from July to December 2020, with [remote] fieldwork in September and October 2020. The evaluation covered PRM-funded NGO and UN Women pilot projects (Table 1) from FY 2015 to the present and core activities of UNHCR, ICRC, and IOM enabled through PRM contributions.²⁹ Although the evaluation covers PMR-supported activities in all three countries, the focus of the evaluation's fieldwork was on FY 2017–2019 programming in Georgia.

Table 1: Geographical Coverage Program Activities

Country	Partners ³⁰	Locations
Georgia	Arbeiter Samariter Bund (ASB) Save the Children (STC), Danish Refugee Council (DRC), World Vision (WV), UN Women	<ul style="list-style-type: none"> • Abkhazia (Sokhumi, Tkvarcheli, Gali, Ochamchire) region • Samegrelo-Zemo Svaneti (Zugdidi) region • Imereti (Kutaisi, Tskaltubo) region • Shida Kartli (Gori, Kareli, Kaspi, Kashuri, City of Gori) region • South Ossetia (Tskhinvali, Java) region • Mtskheta-Mtianeti (Akhalgori) region • Kvemo Kartli (Gardabani, Rustavi) region • Samtskhe-Javkheti region • Tbilisi (Tserovani IDP settlement)

²⁷ Single parents with minors, households with members with disabilities, and households led by youth and the elderly.

²⁸ Guided by the IASC GBV Guidelines for GBV Interventions for Humanitarian Settings.

²⁹ Contributions to UNHCR, ICRC, and IOM are not project-based activities.

³⁰ Georgia Committee on Relief (GEOCOR) ceased being a PRM partner in 2018 and is not covered in the report.

Country	Partners ³⁰	Locations
Armenia	American Bar Association Fund for Justice and Education Rule of Law Initiative (ABA-ROLI), STC, and WV	Yerevan district
Azerbaijan	Support to Social Development Public Union Azerbaijan (UMID)	Absheron region, Sumgait city

Source: PRM, list of projects funded between FY 2015 and FY 2019.

Figure 1: Map of Regions of Georgia



Map source: Wikipedia

Regions of Georgia – Government of Georgia website: http://www.gov.ge/index.php?lang_id=ENG&sec_id=227

3.2 EVALUATION APPROACH

The evaluation used a participatory approach consisting of key informant interviews (KIIs) and interviews with beneficiaries. All the interviews were closely coordinated with PRM and the partner organizations. The ET consulted the NGO partners, UN Women, and UNHCR to gain access to the program beneficiaries.

The evaluation was conducted in three phases: (1) work plan, evaluation design, and desk review; (2) data collection; and (3) data analysis and reporting (detailed in Annex 4).

The desk review consisted of a review of documents provided by PRM, including FY 2014–2018 PRM PPRC and NGO funding papers; related performance review reports and selected weekly activity reports; PRM field trip notes monitoring program progress and achievements in Georgia and Armenia; NGO project proposals, baseline studies, quarterly reports, evaluation reports, and final project reports; and international organization reports. The ET conducted extensive independent research on, but not limited to, IASC, United Nations Office for the Coordination of Humanitarian Affairs, UNHCR, IOM, and United Nations Office of the High Commissioner for Human Rights policy papers; international standards, guidelines, best practices, and reports and recommendations on humanitarian assistance; and durable solutions and responsible disengagement in protracted crisis (Annex 11).

The field phase commenced virtually on September 28, 2020, and data collection occurred over three weeks ending on October 17, 2020.

3.3 DATA COLLECTION BY COUNTRY

In consultation with PRM, and based on the desk review and stakeholder engagement, the ET used purposive and snowball sampling approaches to ensure a sufficient sample of interviewees and a range of perspectives. The sample included international organizations, NGOs, subgrantees, government officials in Georgia, PRM and United States Agency for International Development (USAID) staff, IDPs, asylum seekers, and refugees. The team had to rely on implementing partners' (IPs') selection of beneficiaries for the interviews; therefore, random selection was not possible.

In **Georgia**, the sample included PRM's five current NGO partners and its four international organization partners. The 17 NGO pilot projects and two UN Women projects (Annex 6) had activities in six of nine regions of Georgia, including in the occupied territories of Abkhazia and South Ossetia (Table 1). In **Armenia**, the sample included all three international NGO partners covering activities in the Yerevan area and one international organization partner. Interview invitations were sent to all three international organization partners in Armenia but the flareup of the conflict in Nagorno-Karabakh at the end of September 2020 caused the interviews to be canceled. In **Azerbaijan**, the ET could not reach the one NGO program partner but did manage to interview two of the three international organization partners.

The ET interviewed NGO beneficiaries (Table 2) in Georgia and Armenia (Annex 9) who had received direct assistance from PRM-funded partners. The interviewees were selected by the NGO partners (to ensure access, confidentiality, and privacy) on a voluntary basis. Online surveys were also administered initially to the beneficiaries with email addresses, but because of the low response rate, the ET decided to conduct all data collection by phone. UNHCR Georgia provided contact details for one female refugee from Iraq, one female asylum seeker from Central Asia, and one male asylum seeker from Iran (Table 2).

The ET also interviewed three local NGO partner organizations supporting programming in Abkhazia. An online survey (32 percent response rate) was sent to all KII participants (Government of Georgia officials and NGO and international organization partners) who were interviewed by the ET (in the KII category, Table 2) to supplement the data collected during the interviews. Additionally, data were collected through mini-survey questions embedded in the KIIs³¹ to answer the EQs (Annex 5 details the KII, online survey, and mini-survey questions). Because of the flareup of conflict between Armenia and Azerbaijan, ICRC Geneva headquarters covered the interviews for both ICRC Azerbaijan and ICRC Armenia, and interviews with IOM Armenia and UNHCR Armenia were canceled. Two local partner organizations (Abkhazia, Georgia) and one local Georgian government official did not respond to the interview invitations. All respondents are detailed in Annex 9.

Table 2: Data Collection – Summary by Country

Country	# of KIIs*	# of Beneficiary Interviews**	# of Participants		Total
	Total # of Participants		Male	Female	
Georgia	33	62	35	60	95
Armenia	4	34	14	24	38
Azerbaijan	4	0	4	0	4
ICRC Geneva ³²	2	0	1	1	2
Total	43	96	54	85	139
%			39%	61%	

³¹ Categorical binary and scaled questions detailed in the interview guides (Annex 5).

³² ICRC Geneva HQ covering interviews for ICRC Azerbaijan and ICRC Armenia.

Country	# of KIIs*	# of Beneficiary Interviews**	# of Participants	Total
*Partners (international organizations and NGOs) and Government of Georgia **Project beneficiaries (59 IDPs 1 refugee, and 2 asylum seekers) interviewed by phone and data collected from 3 municipality staff (project beneficiaries) ³³ in Georgia by email.				

Online Surveys			
	# of Partners	# of Government	
Georgia	11	3	In Georgia, the online survey participants included IOs, NGOs, and their local partners and staff who had participated in the KIIs. In Armenia, one NGO partner participated in the survey. In Azerbaijan, two IO partners participated in the survey.
Armenia	1	0	
Azerbaijan	2	0	
Total	14	3	

3.4 DATA ANALYSIS

The ET used a matrix to organize the extensive list of documents, information sources, and data collected during fieldwork. The information and data from various sources enabled the team to use triangulation and draw conclusions by objectively and systematically identifying specific themes³⁴ within the data and assessing their relative importance in answering the EQs, supported by key examples from the interviews with partners and beneficiaries. The ET also analyzed the data to find and confirm common denominators that contributed to successful and sustainable programming supporting refugee and IDP self-sufficiency. The program activities were also tracked against the PRM FBS (see EQ 4) to determine whether they supported the Bureau's three strategic goals and nine objectives outlined in Annex 8.

3.5 EVALUATION LIMITATIONS

- Restrictions related to the coronavirus disease of 2019 (COVID-19) prevented travel to Georgia and holding of face-to-face KIIs and group discussions envisioned in the original work plan submitted for the evaluation. Therefore, all the fieldwork and data collection were conducted remotely using Zoom, Webex, telephone, and online and email surveys.
- The COVID-19 pandemic and difficulty in contacting beneficiaries (many of whom had no or only outdated phone or email information) made random selection of beneficiaries impossible; accordingly, the ET had to rely on IPs' selection of beneficiaries for interviews.
- Some respondents had difficulty recalling programming from the earlier years of the evaluation period. Some partner and program staff had moved on (for example, the Save the Children [STC] office in Armenia is closed).
- Only one project document proposal was available on the FY 2015 NGO project in Azerbaijan.
- The ET could not contact Support to Social Development Public Union Azerbaijan (UMID) and has not been able to assess the project's performance or effectiveness.
- No interviews with beneficiaries in South Ossetia were possible.

³³ Two female staff members from Kutaisi and Poti municipalities and one male staff member from Zugdidi municipality who participated in thematic workshops organized by DRC: (1) IDP Social and Health Care Support; (2) IDP Legal Aid Services (LAS) and legal issues; and (3) IDP local services as part of the "Empowering IDP Communities and Improving Coordination Assistance at Municipal Level to Sustain Integration Efforts" project implemented in FY 2017.

³⁴ Themes included (1) best practices for durable solutions, (2) lessons learned, (3) recommendations to inform future programming, (4) responsible disengagement strategy, (5) effectiveness of pilot approach funding, and (6) local government investment in protection of vulnerable populations.

- The ET was provided with a list of 10 Arbeiter Samariter Bud (ASB) beneficiaries in Abkhazia but IT Research & Metadata Solutions (IRMS) discovered that calling from Georgia to those numbers was restricted.
- Many beneficiary contact details received were outdated and errors in the beneficiary email addresses and phone numbers, refusal of interviews, no answer by phone, and/or phones turned off reduced the number of beneficiaries reached to fewer than 50 percent. Beneficiary online survey response rates were low but the ET mitigated this by switching to phone interviews.
- Due to the difficulty in contacting the beneficiaries, the ET could not collect Most Significant Change (MSC) stories but has included NGO videos and news stories interviewing beneficiaries documenting the project activities' impact on their lives.

4.0 FINDINGS

4.1 GOVERNMENT ENGAGEMENT

4.1.1 Georgia

Georgia has extensive policy and legal frameworks in place³⁵ on refugees, asylum seekers, and IDPs. Interviewed NGOs and international organizations felt that the Government of Georgia is easy to approach and open for discussion about needs, whereas in Abkhazia, IDP issues and work with the de facto authorities are more complicated and sensitive. In interviews, government officials informed the ET that the Government of Georgia is focusing mostly on housing programs for IDPs in Georgia proper and has limited possibilities to assist in Abkhazia.³⁶ The status neutral liaison mechanism funded by the EU under the Action Plan for Engagement³⁷ and agreed on by the de facto authorities in Abkhazia has enabled delivery of medical treatment with the transportation help of UN agencies, for example, to address tuberculosis (TB), human immunodeficiency virus/acquired immune deficiency syndrome (HIV/AIDS), diabetes, provision of vaccinations, COVID-19 support, and so forth.

The Government of Georgia has also supported agricultural production, including pest control, animal diseases, and plant protection in Abkhazia. Government of Georgia officials stated that although they are committed to doing whatever they can for their own people, complementary NGO support is crucial and the Government cannot cover most of the activities that NGOs cover on the ground as it cannot operate inside Abkhazia. The UN Women GBV project was mentioned as an example. Various peace initiatives were mentioned also, such as the 2018 “A Step to a Better Future” initiative³⁸ for increased engagement and dialogue between the Government of Georgia and the occupied territories to improve lives through education opportunities and humanitarian and socioeconomic support. The 2018 ministerial changes that abolished the MRA aimed to cut administrative costs. According to the Ministry of IDPs, Health, Labor, and Social Affairs, *“being under the same Ministry that provides social assistance is very helpful as deputy minister supervising IDPs also supervises general Social Assistance, so things are getting done more quickly than expected.”*³⁹

The Government of Georgia pays approximately \$30.3 million yearly to provide durable housing for IDPs and cannot keep up with the pace of the housing needs without external support. Around 45 percent (39,782 families) of IDP families have been provided with long-term accommodation and 55 percent

³⁵ The Global Protection Cluster Task Team on Law and Policy conducted a mapping exercise to capture information on countries with IDP laws and policies. Georgia appears to have the most extensive laws, decrees, and action plans, and the 2007 decree #47 of the GoG on approving the State strategy for IDPs incorporates the UN Guiding Principles. The Law on IDPs was first adopted in 1996 and has been revised several times.

³⁶ Interview with Office of the State Minister for Georgia for Reconciliation and Civic Equality, October 29, 2020.

³⁷ [http://www.gov.ge/files/225_31228_757599_15.07.18-ActionPlanforEngagement\(Final\).pdf](http://www.gov.ge/files/225_31228_757599_15.07.18-ActionPlanforEngagement(Final).pdf).

³⁸ <https://soa.gov.ge/en/2018/04/10/the-initiative-of-the-government-of-georgia-step-to-a-better-future/>.

³⁹ Interview with Georgian Ministry of Internally Displaced Persons, Health, Labor, and Social Affairs, October 6, 2020.

(50,188 families) of IDP families are waiting for housing solutions.⁴⁰ Currently, the German Development Agency (GIZ) is still funding housing assistance for IDPs.

The Government can protect and provide minimum aid packages to the existing pool of refugees. Refugees are included in the state-funded health insurance scheme and are eligible for free language classes and vocational training, and refugee youth can attend schools and colleges. The Government of Georgia also provides a small amount of monthly financial assistance (\$14), the same amount it provides to individual IDPs.⁴¹ Because IDP status is inherited in Georgia, the IDP population keeps growing. Further, the assistance is not need based, and because of the “blanket” nature of assistance (housing and monthly allowance for all registered), the required outlays keep growing (a combined \$90.9 million is spent each year on cash assistance and housing). Georgia was among the first 22 countries that presented the Voluntary National Review (VNR) for achieving the Sustainable Development Goals (SDGs).⁴² In its report, Georgia pledges its Agenda 2030 commitment of leaving no one behind,⁴³ highlighting that the “Government of Georgia makes every effort to alleviate the burden and ensure decent conditions for internally displaced populations in accordance with the National Strategy and its relevant Action Plan.”

Data on partner assessments of the Government of Georgia’s performance were collected through mini-surveys embedded in the KIIs. The results are detailed in Annex 7. Overall, it was felt that Georgia exhibits a lot of will and effort but lacks sufficient resources. The Government is doing a lot, mainly on housing programs, but inherited IDP status makes the situation unsustainable. This complex situation goes back decades and is not easily resolved.

4.1.2 Armenia

In Armenia, the caseload of Syrian-Armenians, categorized by UNHCR as “living in refugee-like conditions,” is welcomed and supported by the Government of Armenia through state-funded socioeconomic integration support and training opportunities; however, Armenia’s financial resources are limited. As in Georgia, refugees and asylum seekers in Armenia have extensive rights, including the right to work and property, access to education and social security and medical care, and much more.⁴⁴

Partners interviewed felt that the Government is doing its best to protect refugees and reach all in need with limited resources; however, it will require external assistance if the Nagorno-Karabakh conflict escalates.⁴⁵

4.1.3 Azerbaijan

Azerbaijan has experienced economic growth since the mid-2000s and has significantly invested in addressing the needs of more than 652,000 IDPs; therefore, large programs supported by international organizations are no longer required.⁴⁶ The IDP situation is one of the highest priorities for the Government, as it wants to show to the world that it is taking care of its citizens.⁴⁷ The Government of Azerbaijan has built settlements, provides housing, and continues to improve IDPs’ living conditions and provide various kinds of assistance, including monthly allowances. Return is the ultimate durable solution for the IDPs from the Government’s perspective, but the absence of a political settlement of the Nagorno-

⁴⁰ Chapter 29.1, p. 270 <https://ombudsman.ge/res/docs/2019101108583612469.pdf>.

⁴¹ Interview with Division of International Protection Issues of the Migration Department of the Ministry of Internal Affairs (DIPI), October 6, 2020.

⁴² <https://georgia.un.org/en/sdgs>.

⁴³ <https://sustainabledevelopment.un.org/content/documents/10680SDG%20Voluntary%20National%20Review%20Georgia-.pdf>.

⁴⁴ <https://help.unhcr.org/armenia/rights-and-duties/>.

⁴⁵ Interviews with World Vision Armenia, September 30, 2020, and ABA-ROLI Armenia.

⁴⁶ UNHCR Azerbaijan Fact Sheet, September 2020.

⁴⁷ Interview with former PRM Regional RefCoord, October 5, 2020.

Karabakh dispute remains the main obstacle and many IDPs have integrated or prefer to integrate locally after all these years.⁴⁸

The Government of Azerbaijan provides access to free public health facilities and preschool, primary, and secondary education for the children of refugee and asylum seeker families. Those under UNHCR's protection are allowed to stay by the Government of Azerbaijan and are generally protected from refoulement.

4.2 EVALUATION QUESTIONS

4.2.1 EQ 1: To what extent have PRM-funded programs met the humanitarian needs of refugees and IDPs in Georgia and elsewhere in the Caucasus?

4.2.1.1 Did humanitarian assistance programs target and reach those most vulnerable?

All 14 partner organization respondents to the online survey and 18 stakeholders who responded to the question in the mini-survey⁴⁹ believed that PRM-supported assistance protected the most vulnerable, and 16 of the 18 reported that PRM funding priorities aligned with beneficiary needs. Several respondents said that vulnerability was the most important beneficiary selection criterion. Half of the 14 partner organization respondents said that PRM's humanitarian diplomacy and advocacy efforts to protect vulnerable populations were very effective, three said somewhat effective, and one said ineffective.

Twelve partner respondents to the online survey said that PRM met the international standards of humanitarian assistance in their country of operation. Only five of the partner respondents reported that PRM-funded activities supported the safe, dignified, sustainable, and voluntary return of refugees, IDPs, and the most vulnerable migrants, although four respondents said that the question was not applicable to them. One respondent said that the PRM-funded project ensured that ties between people residing in Abkhazia and Samegrelo (Western Georgia) were strengthened and another cited UNHCR's voluntary repatriation program for refugees thanks to PRM's support.

Several online survey respondents cited economic empowerment interventions that increase income and reduce vulnerability, as well as protection activities and urgent assistance. One respondent said, *"We were able to resolve the issue of pension and social benefits for many Syrian-Armenian refugees, which was often their only source of income, essential for solving vital issues. We helped them get an ID, emergency medical care, etc."*

ICRC remains the only humanitarian organization in South Ossetia. ICRC visits detainees arrested while crossing the administrative boundary line (ABL) and restores links with their families. It also facilitates medical evacuations and provides food and household items to the most vulnerable, such as the elderly, lonely, and disabled persons.⁵⁰ Despite movement restrictions aggravated by the COVID-19 crisis, ICRC has managed to continue to facilitate access to emergency medical treatment to patients in need from South Ossetia to Georgia. ICRC has also managed to support family reunifications across the two ABLs.⁵¹ In 2020 ICRC extended its assistance to more than 1,000 vulnerable and elderly people in Abkhazia and South Ossetia at risk of COVID-19 because of their age and whose access to pensions was hampered by movement restrictions. It has also assisted several vulnerable stranded migrants in Abkhazia.

4.2.1.2 Did humanitarian assistance achieve PRM's strategic goal to save lives, ease suffering, and promote human dignity?

Out of 89 beneficiaries who responded to the phone survey question, 52 believed that PRM-supported assistance saved lives. Whereas 28 of 34 beneficiaries in Armenia said the assistance saved lives, only 24

⁴⁸ Report of the Special Rapporteur on Human Rights of Internally Displaced Persons, Chaloka beyani, follow-up mission to Azerbaijan, April 8, 2015.

⁴⁹ Annex 3: Mini-survey question embedded in the KII guide: "In your opinion, did the PRM-supported assistance target the most vulnerable?"

⁵⁰ https://www.icrc.org/sites/default/files/wysiwyg/icrc-annual-report-europe_2019.pdf.

⁵¹ ICRC Georgia interview, October 15, 2020.

of 55 beneficiaries in Georgia said the same. Nine of 14 partner organizations responding to the online survey believed that PRM-supported assistance in their country of operation saved lives; five said the goal of their project activities was not to save lives but to improve lives through durable solutions such as economic empowerment. Four of six Government of Georgia stakeholders reported in the mini-survey that the activities have helped save lives. One online survey respondent said, *“U.S. funds constitute almost half of our budget in Azerbaijan. Without defined legal status in Azerbaijan, refugees rely heavily on our direct assistance. Without PRM’s support, many of the protection needs would not have been covered. One relevant example would be two rounds of emergency cash assistance to most vulnerable refugees and asylum seekers during the COVID pandemic.”*

Sixty-eight of 89 beneficiaries who responded to the phone survey question, including 41 beneficiaries in Georgia and 27 beneficiaries in Armenia, believed that PRM-supported assistance eased suffering. Seventy-four respondents, including 45 in Georgia and 29 in Armenia, said the assistance improved their ability to meet basic needs. All the beneficiaries in Georgia and 91 percent in Armenia felt they were respected and listened to. Thirteen of 14 partner organization respondents to the online survey believed the PRM-supported assistance in their country of operation helped ease suffering, as did all six of the Government of Georgia stakeholders in the mini-survey.

Ninety-three percent of partner organization respondents to the online survey also believed that the assistance promoted beneficiaries’ human dignity, especially through constant communication with beneficiaries about their needs, training on human dignity and respect, awareness raising and advocacy for the rights and needs of vulnerable populations, and provision of emergency humanitarian assistance.

4.2.1.3 How well have PRM notices of funding opportunities addressed gaps in humanitarian assistance?

Seventy-one percent of partner organization respondents to the online survey believed that PRM notices of funding opportunities addressed gaps in humanitarian assistance in their country of operation, and two of three Government of Georgia respondents to the online survey said that PRM-funded international organization or NGO projects covered the most critical gaps not covered by the government-provided assistance and services. One partner respondent noted, *“Our program very effectively complemented all the existing programs on the ground and provided services that were not provided by other organizations.”* Another partner said that PRM provides assistance to vulnerable groups in line with their needs and addresses the gaps that government cannot cover. Meanwhile, 11 of 14 partner organization respondents believed that PRM-supported programs in their country of operation supported or complemented government humanitarian and integration efforts, as did all three Government of Georgia respondents.

An interview with a local municipal official in Gori confirmed that although the local government is implementing some social projects and activities, it does not specifically target IDPs. The project implemented by UN Women was important for filling the gap in GBV-related activities and services.⁵²

4.2.1.4 Have there been any unintended consequences?

Most of the interviewed partners could not think of any unintended consequences. One partner, however, stated that some of the beneficiaries, Syrian-Armenian refugees, got used to the free legal services and continue to apply even though they would have the resources to hire legal services. This places a burden on the partner having to spend time on those applications and takes time away from the most vulnerable applicants.⁵³

⁵² Interview with Gori Municipality, October 7, 2020.

⁵³ Interview with ABA-ROLI, October 12, 2020.

One of the local government officials in Georgia expressed concern, addressed to all donors and not just PRM, that some beneficiaries are becoming donor dependent after having received assistance for decades. Some of the most vulnerable IDPs have a hard time moving from humanitarian assistance to self-reliance.⁵⁴

4.2.2 EQ 2: To what extent did PRM-funded programs provide durable and interim solutions for refugees and IDPs in Georgia and the Caucasus?

Thirteen of 14 partner organization respondents to the online survey believed that PRM-supported assistance in their country of operation improved refugee and IDP self-reliance, as did all six Government of Georgia stakeholders in the mini-survey. Five of the online survey respondents reported that PRM-funded training and capacity-building activities played a substantial role in increasing self-reliance and financial sustainability, and four respondents cited the role of legal advocacy activities, including for access to identification documents and employment for refugees and IDPs. One respondent said, *“There are many refugees from Azerbaijan living in Armenia who still need both identity documents and pensions and social benefits. We have been able to solve many such issues especially through the traveling legal clinic project.”*

Citing many of the same activity successes, such as the creation of livelihood activities and advocacy for integration and access to labor markets for refugees, 93 percent of partner organization respondents to the online survey also said that PRM-supported programs provided interim and durable solutions for IDPs, refugees, and conflict-affected populations through local integration and increased self-reliance, as did 19 of 24 stakeholders who responded to the mini-survey. One partner said, *“In Georgia proper, the legal and policy work and partnership by UNHCR with government and civil society has led to a good asylum system and inclusive policies conducive to integration. In Abkhazia, the work of UNHCR has significantly contributed to an interim solution for IDP returnees, though the durable solution remains dependent on political agreements.”* Nine of 14 partner organization respondents to the online survey said that linkages between relief and development programming have been somewhat effectively established to achieve sustainable durable solutions, and two respondents said they have been very effectively established.

4.2.2.1 Which programs were most successful and why?

In Georgia, 17 NGO and two UN Women projects have been funded. Based on the reviewed final reports, 15 of 17 completed projects achieved and/or exceeded their targets and indicators. The project performance analysis is shown in Annex 6. Two projects, UN Women’s “Addressing Violence Against Women and Girls” in the Samegrelo-Zemo Svaneti region of Georgia and in Abkhazia, and ASB’s “Economic Empowerment of IDPs and Host Communities” were ongoing at the time of the evaluation and were expected to be finished by the end of September 2020. Two GEOCOR projects were permanently suspended in March 2018. Sections below, by country, highlight performance of selected successful multiyear NGO projects in line with PRM’s program priorities and international organization activities funded through PRM contributions to UNHCR, IOM, and ICRC.

GEORGIA

NGO Pilot Project Selected Key Achievements

Livelihoods: ASB supported establishment of a variety of social enterprises based on surveys confirming that self-employment is a major source of both primary and alternative income for IDPs. ASB’s social entrepreneurship concept strengthens social services delivery to most socially high-risk groups such as the elderly and children through social enterprises established by the beneficiaries. Social entrepreneurship enables employment by creating jobs and services for those in need. ASB’s social enterprises included a mobile car workshop, which also supported the agricultural sector by repairing machinery, and provided free services for socially disadvantaged and vulnerable youth. Other social enterprises included IDP housing refurbishment and restoration workshops for youth to support IDPs with durable housing solutions and an agricultural project producing natural cheese. ASB’s protection activities (through social

⁵⁴ Interview with Gender Equality and Social Protection Department in Zugdidi, October 7, 2020.

services) established a weekend school for youth with disabilities, “Berbuki” kindergarten service, and a 24-hour shelter “house without borders” providing care services for the elderly. The local government (Gori municipality) provided some financial support for the weekend school and safe house for the elderly, as well as empty buildings free of charge or at a very low cost. The municipality also buys kindergarten services from the established social enterprise. During the interview, ASB confirmed that five years after the project ended, the shelter for the elderly is still completely self-supporting and expanding. The operating budget is secured through various sources, including fees collected, private donations, and local government support.

ASB has coordinated and worked actively with local and central government to secure the social service activities’ long-term sustainability. Positive long-standing relationships with partners helped with the counseling and vocational training provided to the IDPs. This, as well as capacity building and instructions for the local authorities on how to support social enterprises and public-private social partnerships, contributed to the projects’ sustainability and successful transition and handover.

The recently established Livelihoods Development Center (LDC) in Zugdidi, supported by ASB local partner CHCA, has been particularly successful, according to an ASB interviewee. Based on consultations and assessments with local authorities, partners, and beneficiaries, ASB found that there were very few livelihood programs for beneficiaries. Beneficiaries also did not have information about the programs. To mitigate this, the project collected all livelihood-related opportunities (nongovernmental, governmental, private sector, and so forth) and shared the information with the local population to help them benefit. Hundreds of beneficiaries have already used the information provided through the center to access tangible benefits such as educational opportunities, training, jobs, and grants. This center became the intermediary between the providers and the beneficiaries. The evaluation team has selected a video [embedded here](#)⁵⁵ for MSC stories highlighting the achievements of the recently implemented Economic Empowerment of IDPs and Host Communities in Georgia project,⁵⁶ which also included the LDCs in the Samegrelo region.

Protection: The Danish Refugee Council (DRC) supported training of Legal Aid Service (LAS), a state organization, on IDP-specific issues. Community mobilization meetings were held on IDP livelihoods, legal assistance, social and health care support, and access to local and municipal services. A database was also developed listing service providers offering social, economic, and legal assistance to IDPs and their host communities. IDP grassroots organizations were trained on participatory proposal development, advocacy and policy influencing, gender mainstreaming, and fundraising. IDP integration guides were developed, published, and disseminated (including via TV broadcasts and shows). The project provided capacity building through several rounds of trainings on protection and livelihood themes, which enabled the employees in 13 municipalities to improve the general quality of service delivery to vulnerable populations, including IDPs. Building capacity of lawyers and the municipal staff in LAS ensured responsible disengagement from PRM support and project sustainability and improved delivery of services to the vulnerable population. The factors that made this project successful were the longstanding and effective relationships with key government agencies working on policy, legislation, and integration issues. DRC was also a member of the technical expert group created at the former Ministry of Refugees and Accommodation (MRA). DRC coordinated activities with other donors and all the stakeholders and maintained good working relationships with local and international NGOs and grassroots organizations. DRC supported IDP integration addressing IDPs’ diverse needs beyond housing.

GBV: STC implemented a project to prevent and mitigate violence against women in IDP settlements in the Shida Kartli (Gori) and Samegrelo-Zemo Svaneti (Zugdidi) regions. The project increased socioeconomic empowerment of IDP women in Gori and Zugdidi communities by providing training in entrepreneurship. Cross-border experience-sharing events between women in Gali, Abkhazia, and Zugdidi were held to build a network to foster confidence building. The project’s advocacy efforts resulted

⁵⁵ <https://asb.ge/en/page/business-grants-idps-and-host-community-samegrelo?%3E>.

⁵⁶ Implemented September 24, 2019–September 23, 2020.

in endorsement of the anti-GBV protocol it developed by targeted municipalities. New state employees will be obliged to familiarize themselves with the protocol. Developing the GBV protocol and working together with the municipal authorities contributed to this initiative's success. Interviews with STC staff confirmed that the protocol initially developed at the local level is now being considered for dissemination at the national level for approval by the GBV and domestic violence committee under the prime minister's office and, according to STC, the Government of Georgia is going to approve it.

UN Women Key Achievements

UN Women implemented a project providing support to civil society organizations (CSOs) in Abkhazia to assist GBV victims and strengthen victim support services and protection mechanisms by providing them with legal counseling services. Through the establishment of counseling centers in Gali and Sokhumi, 198 victims/survivors of violence against women and domestic violence were provided psychological and legal services. Further, 219 calls were received through the helplines managed by partner NGOs.⁵⁷ A first-ever study on violence against women in Abkhazia was also conducted and shared with the local de facto authorities, increasing interest in and attention to the GBV problem. The study, which included more than 700 women, is now used by development partners to develop and design activities supporting vulnerable women. The study confirmed the high prevalence of violence against women and the need for services and a regulatory framework to address the problem. It was translated into Russian and used to facilitate awareness and dialogue with the de facto authorities in Abkhazia.

Another significant achievement was the implementation and localization of the National Action Plan of Georgia of the United Nations Security Council Resolution (UNSCR) on Women, Peace, and Security (WPS). The WPS agenda promotes inclusion and the right of women, including IDP women, to have a voice to communicate their needs and concerns at the local level. UN Women and its partners (a coalition of three local women's NGOs) provided technical support to local government in selected municipalities of Samegrelo and Shida Kartli regions to increase their understanding and implementation of the WPS agenda. UN Women engaged directly with the municipalities, community leaders, and women to seek change and, as a result, policies have been designed based on the needs of the local community and women. For example, as a result of this technical support in selected municipalities and identification of priority issues, access to municipal transportation between Gori and villages adjacent to the ABL was improved, and access to a mobile network in the village of Chorchana in Khashuri municipality has been secured. UN Women has also helped institutionalize CSO participation as part of the process. The WPS National Action Plan now includes regular meetings with CSOs and women's groups. Women's voices are now truly incorporated and their ability to participate in decision-making processes is secured and increased.⁵⁸

UN Women's local partners echoed the achievements and expressed in the KILs that *"the most important achievement was that this project created a channel of communication between the IDPs, women, and conflict-affected populations and the municipalities."*⁵⁹ The project helped mobilize the IDPs and empowered and prepared women for the working groups and discussions to voice their concerns, whereas previously they had been silent and not willing to confront the authorities. It also raised municipalities' accountability and responsibility toward their constituents, including IDPs, as emphasis was put on working jointly with various entities, raising awareness of the issues and problems. An interview with a local municipality official in Zugdidi confirmed the positive and fruitful collaboration with UN Women and ability to hand over the pilot project to the local municipality.⁶⁰

UNHCR, ICRC, and IOM Key Achievements

In the past five years, UNHCR has advocated for and provided extensive capacity building and training to partners and government institutions to put in place an asylum system that aligns with international

⁵⁷ UN Women "Women and Girls Contributing to Resilient and Stable Societies" Final Report, September 2019.

⁵⁸ Interview with UN Women, September 28, 2020.

⁵⁹ Interview with Cultural Humanitarian Fund Sukhumi, October 1, 2020.

⁶⁰ Interview with Gender Equality and Social Protection Department in Zugdidi, October 7, 2020.

standards, including European standards. According to UNHCR, a lot of progress has been made in Georgia working with lawyers, judges, ministries, and asylum authorities, including revision of laws on international protection. All this has been made possible due to Georgia's desire to harmonize its legislation with that of the EU. A true success story of asylum work in Georgia is that asylum seekers and refugees in Georgia have nearly all rights held by Georgians, except the right to vote and purchase agricultural land.⁶¹ This, in turn, has reduced the need and obligation to provide constant cash assistance to the growing caseload of asylum seekers and refugees, which lightens the financial burden on Georgia's social protection program.

UNHCR provides legal assistance and counseling to partners and asylum seekers. According to UNHCR, local integration of refugees is possible in Georgia, supported by UNHCR. Therefore, UNHCR stopped seeking resettlement of refugees from Georgia to third countries in 2017.⁶² In addition to the government integration service offering language and other training programs, UNHCR recently started to implement community-based protection and integration service support. A multiservice center has been set up by a partner organization, World Vision (WV), to help asylum seekers and refugees navigate the services available to them and better understand their rights (for example, how to access health services, how to enroll their children in school). UNHCR has also supported the establishment of a network of community facilitators, including IDP volunteers, across the country to represent IDPs, giving them a voice in integration initiatives by connecting them to services and authorities. The service has now expanded to the internet. This has been helpful not only for the beneficiaries but also to UNHCR as they are learning about issues or opportunities that they were not aware of before. This model is working well and extending UNHCR's ability to support its caseload as it is difficult to help everyone individually.

UNHCR has phased out from large-scale IDP projects and individual assistance in the past five years and has advocated for a sensible and realistically resourced government policy to help IDPs. IDPs' rights are well protected through national legislation. UNHCR continues to provide assistance to IDP returnees in Abkhazia through partners such as Action Against Hunger. The ET has selected the story of a beneficiary in Pichori in Abkhazia as an MSC story [embedded here](#) to showcase the life-changing positive results achieved, improving the beneficiary's self-reliance and that of his family.

UNHCR has been working to support the government to reduce and prevent statelessness. Georgia has a Stateless Status Determination Process in place to reduce statelessness and, according to UNHCR, is working to eliminate this problem.⁶³

ICRC in Georgia works across ABLs and maintains a presence in Abkhazia and South Ossetia. In South Ossetia, ICRC is the only international humanitarian actor. According to the Government of Georgia, ICRC medical and humanitarian assistance in South Ossetia has been critical.⁶⁴ ICRC works with all conflict-affected populations on issues related to the ABLs, such as people's ability to move, visit, and communicate with their relatives and access documentation, health care, pensions, and other important services. It also helps the most vulnerable populations gain access to livelihoods. Sometimes detentions take place while crossing ABLs, and ICRC works on that issue too. During the interviews, ICRC staff highlighted that mitigating the ABLs' humanitarian impact on the population is a focus of their work. ICRC also continues to work on the consequences of the conflicts of the 1990s and 2008: out of more than 2,400 missing people, the mortal remains of approximately 200 people have been identified and handed over to their families. ICRC has established two humanitarian dialogue platforms gathering Abkhaz and Georgian participants and Georgian, Russian, and South Ossetian participants, and *"everything started with the will from all sides based on the needs of the families wanting to know what has happened to their loved ones."*⁶⁵

⁶¹ <https://help.unhcr.org/georgia/applying-for-asylum/rights-and-obligations-asylum-seekers/>.

⁶² Interview with UNHCR Georgia, October 7, 2020.

⁶³ Interview with UNHCR Georgia, October 7, 2020.

⁶⁴ Interviews with Office of the State Minister of Georgia for Reconciliation and Civic Equality and Ministry of IDPs, Health, Labor and Social Affairs, September 29, 2020 and October 6, 2020.

⁶⁵ Interview with ICRC Georgia, October 15, 2020.

More than 2,200 relatives of those missing have also received support, including psychosocial support, to better deal with the consequences of their loved ones' absence. ICRC works on advancing International Humanitarian Law (IHL) with the armed forces and through other actors such as academia. It has also supported the Georgian penitentiary system to improve and develop it into a functional system to ensure good conditions and treatment of detainees. It also works to support and strengthen the Georgian Red Cross to build its operational capacity to respond to the problems of the affected populations living along the ABLs and more. In Abkhazia, Georgia, and South Ossetia, ICRC has worked to build local capacity, including that of psychosocial support service providers and forensic experts who participate in the missing persons program. A local government official in Zugdidi shared, *"I've experienced support that ICRC has provided for almost 30 years in Zugdidi municipality. Their assistance to most vulnerable is relevant and very effective even now during the times of COVID-19."*⁶⁶

PRM began to fund IOM activities in Georgia and the South Caucasus only in 2020 through a contribution to IOM's Global Appeal. The regional activities funded by PRM were launched in August/September 2020 to address the emerging humanitarian gaps generated by the COVID-19 pandemic and to assist 9,600 stranded migrants from various countries in vulnerable situations in Georgia, Armenia, and Azerbaijan. Beneficiaries of these activities also include returned migrants. Support includes food, hygienic items, accommodation, medical care, referral for legal counseling, and support with obtaining travel and/or identification documentation. This funding is earmarked for a short intervention expected to end in December 2020.⁶⁷ IOM is also conducting a large-scale migrant survey to gain a better picture of the growing needs.⁶⁸ As part of its regular programming, IOM provides technical support and capacity-building activities to the Government of Georgia centered on migration management, counter-trafficking, migrants' rights, and migration governance. It also provides reintegration assistance to Georgian returnees, mainly those coming from Europe. In the recent context of the COVID-19 pandemic, nearly 24,000 people have repatriated to Georgia and need support to find jobs in a very volatile socioeconomic context.

ARMENIA

NGO Pilot Project Key Achievements

Six multiyear NGO projects implemented by STC, ABA-ROLI, and WV have been funded in Armenia. One of the projects, "Sustainable Solutions for Integration of Displaced and Conflict-Affected Persons (SSIDCAP)," implemented by WV, is ongoing and expected to be completed by March 2021.

Protection: ABA-ROLI helped Syrian-Armenians, categorized as living in a "refugee-like" situation, with targeted training on business development. The project initiated and staffed the Refugee Legal Aid Center (RLAC) at the Public Defender's Office (PDO) of Armenia. ABA-ROLI helped Syrian-Armenian refugees in litigating court cases seeking justice and dignity. The project's "Know Your Rights" Handbook was updated and distributed among the refugees and asylum seekers. The project achieved all targets and exceeded some. ABA-ROLI also realized that focusing only on legal support was not enough, and the strategy was changed to include social and medical services, including psychosocial support. The effective cooperation with various partners (such as UNHCR, Refugee Committee of Armenia, and Syrian-Armenian NGO) and key government entities (such as PDO and Ministry of Diaspora) contributed to this project's success, and ABA-ROLI was able to extend the activities' reach past the original focus. The development of a network of legal students to support the beneficiaries and hiring of Syrian-Armenian lawyers were among the most successful achievements, as stated during an interview. This network, including the lawyers, continues to support the community at the individual level even after the project has ended.⁶⁹

⁶⁶ Interview with Gender Equality and Social Protection Department in Zugdidi, October 7, 2020.

⁶⁷ IOM COVID-19 Sitrep #1, September 2020.

⁶⁸ Interview with IOM Georgia, 12 October 2020

⁶⁹ Interview with ABA-ROLI, October 12, 2020.

Livelihoods: WV provided internships and technical, language, and vocational training for Syrian refugees to improve their employability. The project provided assistance with job placement and supported small business development initiatives. As a result, approximately 144 conflict-affected people reported an increase in their household incomes. Through a partnership with the Armenian State University (Career Center Department), 35 of 47 participants were employed. By the end of the project, 120 people continued to work in employment found through the project. This project had extensive collaboration with various local and international NGOs, UNHCR, The Armenian Red Cross, and government agencies such as the State Employment Service to help establish small to medium-sized enterprises (SMEs) and create jobs to maximize and expand project benefits. Aleppo and Syrian-Armenian Union NGOs supported the project's information dissemination on employment and small business development opportunities. ABA-ROLI provided legal support for the project, amplifying synergies between projects and partners funded by PRM in Armenia. A business facilitation unit was established and continuation of the project assured by signing a memorandum of understanding (MoU) with the Syrian-Armenian Union NGO to continue to provide support to small business development and job placement. The project also secured co-funding from an EU grant to establish a job portal supporting youth and displaced persons. The ET has selected the following [video embedded here](#)⁷⁰ as an **MSC**⁷¹ story for WV's four beneficiaries.

UNHCR, ICRC, and IOM Key Achievements

In Armenia, UNHCR monitors asylum seekers' access to the territory and asylum procedures (administrative and judicial) and provides capacity building, training, and technical assistance to border guards, entry officials, Migration Service staff, judges, and lawyers. It supports the Government to ensure that adequate reception conditions, including facilities and assistance, are provided to asylum seekers and refugees and provides legal, psychological, medical, and social assistance. It also helps the Government develop statelessness determination procedures. UNHCR works with various counterparts to achieve durable solutions for persons of concern through integration and self-reliance fostered by vocational and language training and livelihood opportunities.

Because of the "mirror approach" applied to Armenia and Azerbaijan, ICRC's activities and achievements in Armenia have been very similar to those in Azerbaijan (see below section on Azerbaijan). ICRC has focused on protecting civilians along the frontlines and providing lifesaving, material, and financial humanitarian assistance. Assistance has included repair of public and community infrastructure, including modifications and reinforcements to existing structures to provide better physical protection. With the help of the Armenian Red Cross, ICRC has trained students, teachers, and community volunteers in first aid. ICRC has provided medical supplies and trained nurses and medical doctors in emergency room trauma care. It provides income-generating support to mine victims and their families to reduce their economic vulnerability and works with the Armenian Center for Humanitarian Demining and Expertise on its mine action strategy to improve the circumstances of civilians living near the border. In addition, it promotes IHL implementation, including integration into the armed forces doctrine. Students and journalists have also been educated about ICRC's efforts and humanitarian needs, including understanding of IHL.

ICRC monitors the treatment and conditions of the detainees held in connection with the conflict. It also provides advice to the local authorities on how to reform their penitentiary system in line with international standards for detention. It continues to work on family unification and tracing of missing persons (approximately 4,500 remain unaccounted for in the region since the 1990s), which includes development of regional lists, forensics, protocols, and centralized databases. ICRC has also provided

⁷⁰ WV Armenia YouTube video:

https://www.youtube.com/watch?v=KC1OqJ7xS6Y&feature=youtu.be&fbclid=IwAR37sc3PjObq2Enn4r3HAhCIYBMVk6LExj9JaI72dv5TARXS_kkdNzk2AVo.

⁷¹ The MSC method consists of collecting stories of change from partners and assistance recipients to explain the changes experienced through the implemented programs.

psychosocial, legal, and medical support to the families of missing persons. As a neutral intermediary, the ICRC has participated in the exchange of detainees and in the search, retrieval, and return of dead bodies and has facilitated communication between sides on topics of humanitarian interest. As with its work in Georgia and Azerbaijan, ICRC is helping the Armenian Red Cross Society strengthen its operational capacity, including its ability to respond to emergencies.⁷²

Through PRM funding provided in 2020 in response to IOM's Regional Appeal for South Caucasus COVID-19, IOM Armenia has provided personal protective equipment and other supplies and assistance to vulnerable migrants to mitigate the pandemic's socioeconomic impact. It also shares information on vulnerable third-country nationals (TCNs) and works with the diaspora networks to support learning and training within the Armenian medical community.⁷³

AZERBAIJAN

NGO Pilot Project

The ET has been able to review only the initial FY 2015 project proposal document for a "Livelihood and Self-Reliance Initiative for IDP Youth in Rural and Semi-Urban Areas" project in Azerbaijan. This project, implemented by UMID, was intended to address gaps in livelihood, protection, and vocational training in Baku and Sumgayit to improve IDPs' (women and youth) employment opportunities and entrepreneurship skills. The ET was unable to reach UMID for an interview and therefore has not been able to determine the levels of achievement.

In 2014–2016 Azerbaijan issued a strict NGO law, severely limiting NGO activities and forcing all international NGOs and many of the international organizations and donors to leave. The local NGOs are under heavy scrutiny and have substantially cut back their operations. They also have limited access to funding.⁷⁴

UNHCR, ICRC, and IOM Key Achievements

Because most refugees and asylum seekers in Azerbaijan do not have a clear legal status, 93 percent of them depend on UNHCR for protection and direct assistance. Only 7 percent of refugees (1,142) in the country are recognized as refugees by the government.⁷⁵ The refugees under UNHCR's protection are protected from refoulement, but as a result, UNHCR is required to provide a wide range of programs for them. UNHCR is working to find durable solutions through local integration and gradually handing responsibilities over to government ownership. It has developed a socioeconomic strategy to support refugee integration through livelihood opportunities and capacity-building initiatives in partnership with development agencies. UNHCR's advocacy efforts have resulted in progress on access to legal employment rights and state unemployment programs, but according to UNHCR, these new developments take time to materialize.⁷⁶ UNHCR provides legal counseling and representation for asylum seekers and applicants and monitors their access to education and the national health insurance program provided by the Government of Azerbaijan. It also provides cash-based assistance, particularly now because of the increased vulnerability caused by the COVID-19 pandemic.

One of UNHCR's main efforts in Azerbaijan focuses on strengthening and building an effective government asylum process, including determination of refugee status, right reception conditions, integration framework, and implementation of international protection standards. As of July 2020, the refugee status determination process has been transferred to the Government of Azerbaijan.⁷⁷ UNHCR has reduced its direct assistance to IDPs as the government is taking care of them and large programs supported by

⁷² ICRC Annual Report Armenia, 2019.

⁷³ IOM Armenia Situational Update, October 2020/

⁷⁴ <https://www.hrw.org/report/2016/10/20/harassed-imprisoned-exiled/azerbajians-continuing-crackdown-government-critics#>.

⁷⁵ UNHCR Azerbaijan Fact Sheet, September 2020.

⁷⁶ Interview with UNHCR Azerbaijan, October 9, 2020.

⁷⁷ Interview with UNHCR Azerbaijan, October 9, 2020.

international organizations are no longer required. UNHCR does provide legal counseling and assistance on personal documentation, social benefits, property rights, and capacity building to prevent domestic violence and GBV among IDPs. UNHCR's advocacy efforts in past years, including at the global level, and good cooperation with the Cabinet of Ministers, have resulted in the establishment of a working group on statelessness consisting of various government stakeholders such as the Ministry of Foreign Affairs, Office of the Ombudsperson, and Ministry of Internal Affairs. Overall coordination of the working group will be carried out by the State Migration Service. The Government of Azerbaijan demonstrated its commitment to end statelessness by granting citizenship to 86 stateless individuals by presidential decree in February 2020. UNHCR continues to provide individual assistance to eligible stateless persons, including legal assistance. PRM remains UNHCR's largest donor and 50 percent of UNHCR Azerbaijan's budget comes from redirected unearmarked or broadly earmarked PRM contributions. This funding supports all UNHCR's work in Azerbaijan, including emergency assistance required by the COVID-19 situation. While more work remains to be done, according to UNHCR, more has been achieved in the past two years than in the previous 10 years.⁷⁸

ICRC has focused on protecting civilians along the frontlines and providing lifesaving, material, and financial humanitarian assistance. Assistance has included repair of public and community infrastructure, including modifications and reinforcements to existing structures to provide better physical protection.

ICRC actively reminds all parties to the conflict of IHL and their obligation to protect civilians and civilian infrastructure. This has allowed safe conduct of community activities, repair and reinforcement of public water and electrical facilities and saferooms, and other protective infrastructure near frontline areas. ICRC has supported families of missing people and mine victims through income-generating activities as well as material and cash assistance to reduce their economic vulnerability. ICRC has trained volunteers and teachers to provide psychosocial support for conflict-affected people, particularly children. It has also trained medical doctors in wound surgery and community volunteers and teachers in first aid to increase hospitals' capacity and ability to provide adequate care if the conflict intensifies.

As part of its core mandate, ICRC Azerbaijan continues to work with the Defense Ministry and military forces, as well as judges, lawyers, and students, to promote knowledge of IHL. It has also worked with the police in frontline districts to brief them on international policing standards. ICRC monitors the treatment and conditions of the detainees held in connection with the conflict. It also provides advice to the local authorities on how to reform their penitentiary system in line with international standards for detention. It continues to work on family unification and tracing of missing persons), which includes development of regional lists, forensics, protocols, and centralized databases. ICRC has also provided psychosocial, legal, and medical support to the families of missing persons. As a neutral intermediary, the ICRC has participated in the exchange of detainees and the search, retrieval, and return of dead bodies and has facilitated communication between sides on topics of humanitarian interest. ICRC continues to strengthen the Red Crescent Society of Azerbaijan's operational capacity, including emergency preparedness, through technical, material, and other support.⁷⁹ The Red Crescent Society of Azerbaijan provides language courses at the Refugee Women and Youth Center for refugee and asylum seeker children to support public school enrollment and class attendance.⁸⁰ Over the years, particularly since 2018, ICRC has been focusing on resilience-building programming to mitigate the conflict's impact and has been able to develop a multidisciplinary approach. This approach is also partly due to the fact that ICRC is "alone" in Nagorno-Karabakh and the only agency in the frontlines having to address complex needs caused by a protracted conflict. PRM's generous, reliable, flexible, and unearmarked funding allows ICRC

⁷⁸ Interview with UNHCR Azerbaijan, October 9, 2020.

⁷⁹ ICRC Azerbaijan 2019 Annual Report.

⁸⁰ UNHCR Azerbaijan Fact Sheet, September 2020.

to respond to protracted crisis when no other funding is available. It also made it possible for ICRC to very rapidly scale up its presence in the region when renewed fighting took place.⁸¹

PRM has not provided funding for IOM in past years other than the 2020 global contribution, which, in Azerbaijan too, enables **IOM** to provide assistance and support to vulnerable and stranded migrants (TCNs) addressing acute medical, housing, and food and hygienic needs caused by COVID-19.

Both UNHCR and IOM expressed during the KIs that it is easy to get projects coordinated and approved in Azerbaijan, but direct implementation or use of commercial partners is required because of the 2015 law that drove international NGOs out and restrains local CSO's ability to operate.⁸²

Online survey data

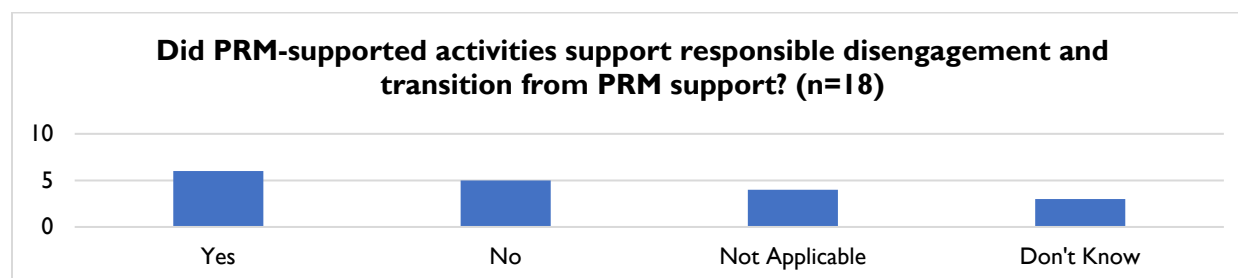
Twelve of 14 partner organization respondents to the online survey said that PRM-supported programs were coordinated effectively with central and local government agencies, and all three Government of Georgia respondents said the same. One partner respondent reported, *"We have always cooperated with the [Armenian] Ministry of Diaspora, the Ministry of Economy, the Ministry of Health, the Ministry of Social Security, the Migration Committee, the Public Defender's Office, the Human Rights Defender's Office, and local self-government bodies. **Without this cooperation the program could not have been successful.**"* Another respondent noted that the IDP Ministry was fully informed and on board with PRM interventions for the IDP population and that PRM's Regional RefCoord was an active member of the IDP Ministry Steering Committee. Twelve of 18 stakeholders (NGOs, IOs and their staff) who responded to the question in the mini-survey reported that PRM consulted partners in its policy and funding decisions; one NGO stakeholder said PRM did not and five respondents said they did not know the answer to the question.

Two out of three Government of Georgia respondents to the online survey felt they had been consulted and respected as a government agency.⁸³

It is also worth highlighting PRM's General NGO Guidelines⁸⁴ for the proposals, which are extensive and in themselves reflect and incorporate best practices for international humanitarian assistance. Although the process for funding applications can be cumbersome based on the extensive requirements, the findings suggest that the efforts on PRM's part to ensure that the proposals meet the expected standards have contributed to successful implementation and results achieved.

4.2.2.2 In what way did PRM-funded programs support a measured and responsible disengagement of PRM funding?

The record on this is mixed. Only six of 18 stakeholders who responded to the question in the mini-survey reported that PRM-supported activities supported responsible disengagement and transition from PRM support. Those that reported that PRM did not provide such support were all NGO stakeholders.



⁸¹ Interview with ICRC Geneva HQs covering Armenia and Azerbaijan.

⁸² Interviews with IOM Azerbaijan and UNCHR Azerbaijan, October 2020.

⁸³ Mini-survey question: "In your opinion, do you feel you were consulted and respected as a government agency? Yes or No"

⁸⁴ <https://www.state.gov/funding-opportunities/general-ngo-guidelines/#AppendixA>.

However, in consultation with host governments and partners, the policy changes were clearly communicated in the FY 2018 Notice of Funding Opportunity (NOFO) for NGO programs, informing the partners that

“PRM plans to end its gap-filling support through NGOs for the South Caucasus by the end of FY 2019; we will continue to support UNHCR and ICRC. It is in this context that PRM will only consider NGO proposals which will have exit strategies that include the development and/or strengthening of the capacity of beneficiaries, communities, and local stakeholders so that they can take responsibility and respond to community needs in a sustainable way.”

One of the partners stated that PRM made sure that they would have funding from other sources, including USAID and other U.S. sources.⁸⁵

USAID has an extensive portfolio in Abkhazia⁸⁶ focusing on supporting communities residing along the ABL (on Georgia’s side) by providing livelihood, agriculture, and small business support. For example, the USAID-funded “Horizons Project – Strengthening Community Resilience in Abkhazia” implemented by the United Nations Development Programme (UNDP) promotes the social and economic resilience of local communities, especially youth, through improved access to high-quality health and education services in Abkhazia, including business development skills and technical and vocational education. Other USAID-funded people-to-people reconciliation activities, such as Youth-Led Civic Dialogue Program and Empowering Youth for Peace program, mobilize youth and facilitate cross-ABL linkages and joint initiatives between youth and civil society groups. The United States Government (USG) interagency coordination between PRM and USAID, for example, through the working group on occupied territories, suggests that linkages between humanitarian-development programming are made to allow responsible transition from PRM support to support by development actors such as USAID.

One of the partners interviewed stated that when disengagement from the donor community started several years ago, PRM was one of the last to directly support IDP-related projects, allowing a gradual transition.⁸⁷

Ongoing contributions through key partners such as UNHCR that actively participate in implementing the UN SDG agenda contribute to responsible disengagement, allowing continuation of activities and transition from humanitarian assistance to longer-term development assistance.⁸⁸

4.3.1 EQ 3: To what extent were refugees and IDPs satisfied with the quality of services received?

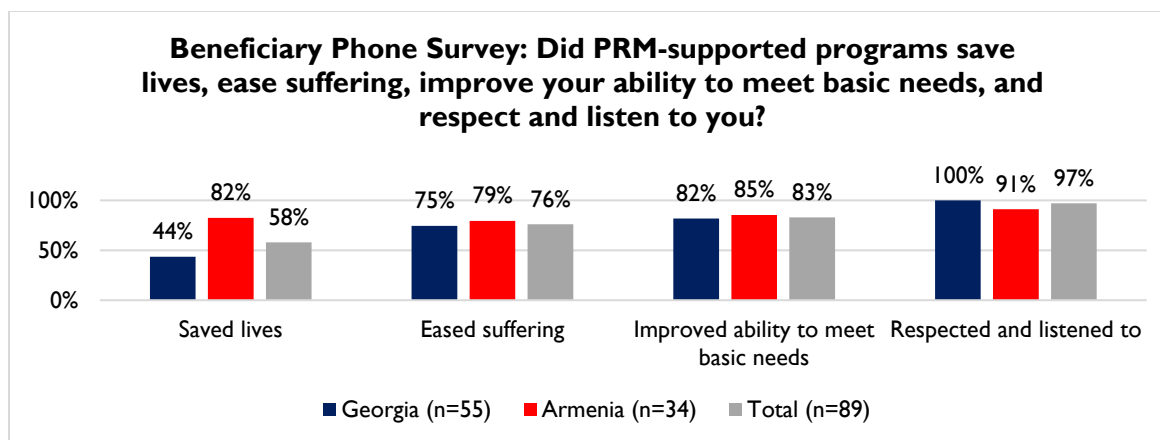
4.3.1.1 IDPs in Georgia and refugees in Armenia

⁸⁵ Interview with UN Women, September 28, 2020.

⁸⁶ Interview with USAID Georgia staff, October 16, 2020.

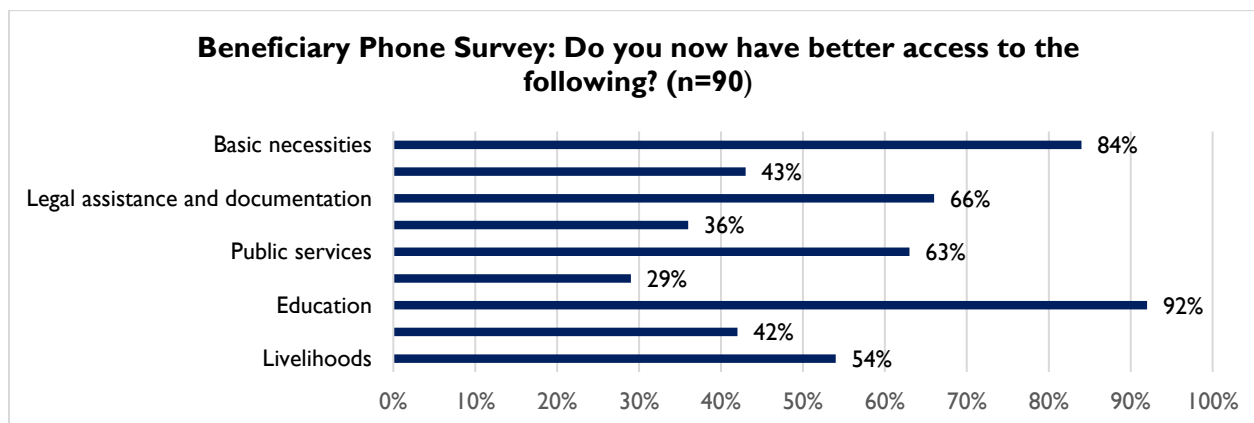
⁸⁷ Interview with ASB, October 1, 2020.

⁸⁸ UNHCR Azerbaijan Fact Sheet, September 2020.

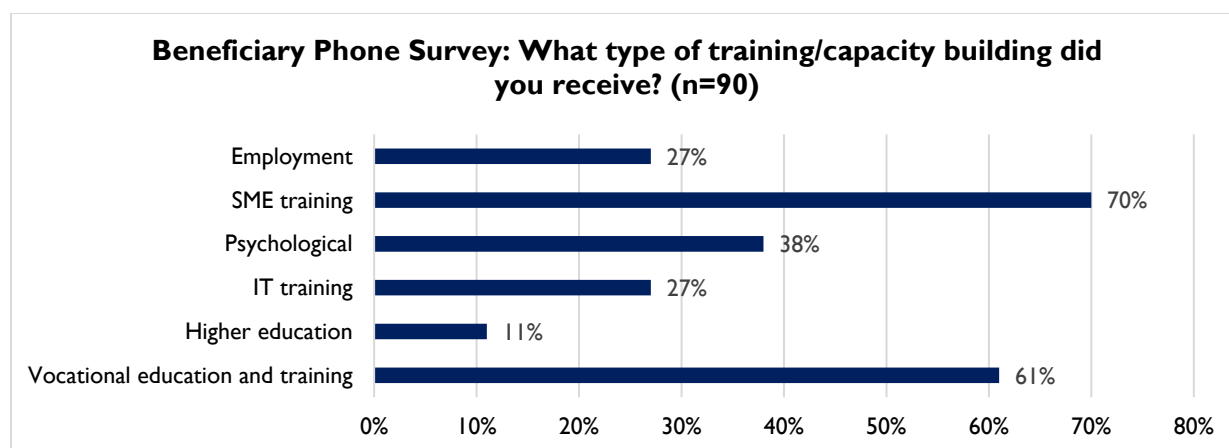


Ninety-seven percent of beneficiary phone survey respondents said they had been consulted in determining the most important needs. Of the beneficiaries who said they had been consulted, 88 percent said they had been consulted by project coordinators/staff, 30 percent through community meet-ups, and 16 percent through local government officials, which indicates that many were consulted through multiple channels. Out of 90 beneficiaries who responded to the phone survey question, 84 said the assistance and services were provided in a timely and consistent manner.

Out of 90 respondents to the beneficiary phone survey, 83 said they now had better access to education, including training and capacity building, because of PRM-supported programming. Furthermore, 76 beneficiaries said they had better access to basic necessities, 59 to legal assistance and documentation, 57 to public services, 49 to livelihoods, 39 to protection from violence, 38 to health services, 32 to GBV victim services, and 26 to housing and property.



Out of 90 respondents to the beneficiary online survey, 63 reported receiving SME training from PRM-supported programs, 55 received vocational education and training, 34 received psychosocial support, 24 received information technology (IT) training, 24 received employment, and 10 received higher education. Thirty-nine of the beneficiary respondents reported applying the skills they had gained through the training/capacity building by starting or expanding a business, and 15 of the beneficiaries reported finding a paid permanent (9 respondents) or temporal or seasonal (6 respondents) job.



Thirty-seven of the 90 beneficiary phone survey respondents said they had received a grant from a PRM-supported program, including 27 of 56 beneficiaries in Georgia and 10 of 34 in Armenia.

Beneficiaries of UNCHR Georgia⁸⁹ confirmed that legal and health services had been made available to them and that they have had access to vocational and language training and have the right to education and work. Assistance has included provision of accommodation and rental assistance, food, and small amounts of cash for basic needs, including the \$60 monthly cash payment from the Government of Georgia. All three interviewees said their basic needs⁹⁰ have been met, they have access to basic necessities, and they are happy overall with the assistance and services provided.

Of the 14 partner organization respondents to the online survey, 9 believed that beneficiaries were very satisfied with the assistance and services provided and 4 believed they were somewhat satisfied.

4.3.1.2 Government of Georgia – Municipal Staff

The municipality staff in Kutaisi, Poti, and Zugdidi who benefited directly from training events⁹¹ stated during the interviews that they had improved their coordination and information sharing of services and programs targeting vulnerable IDPs, they had used the knowledge and skills to create an equal and accessible environment for the vulnerable beneficiaries, PRM projects had made significant contributions to improvement of state-provided services, and IDPs are involved in the local advisory councils.

4.4.1 EQ 4: How well have PRM-supported activities in the region supported the Bureau's FBSs?

The ET reviewed the FY 2015–2019 NGO and international organization activities funded by PRM in Georgia, Armenia, and Azerbaijan against the FBS three goals—(1) save lives, ease suffering, and promote human dignity through efficient and effective humanitarian assistance; (2) promote and provide durable and interim solutions for populations of concern through U.S. assistance and collaboration with the international community; and (3) advocate for the protection of vulnerable populations and exercise leadership in the international community—and nine objectives set at the goals level. Analysis by country is provided below (Table 3). Full descriptions, linkages, and justifications for the three goals and nine objectives can be found in Annex 8.

⁸⁹ With a refugee, a single mother of two children from Iraq, and two asylum seekers, one from Iran (male) and one (female) from Central Asia.

⁹⁰ Such as access to basic services and assistance in health, nutrition/food, housing, education, domestic items, and daily expenses during the asylum process.

⁹¹ DRC “Empowering IDP Communities and Improving Coordination Assistance at Municipal level to Sustain Integration Efforts” project implemented in FY 2017.

Table 3: FBS Analysis by Country

Functional Bureau Strategy	Georgia	Armenia	Azerbaijan
Goal 1: Save lives, ease suffering, and promote human dignity through efficient and effective humanitarian assistance			
Contribution overall:	✓	✓	✓
Objective 1.1 Contribute to meeting international standards of humanitarian assistance	✓	✓	✓
Objective 1.2 Mobilize the international community to respond to gender-based violence (GBV) as a life-saving priority in emergencies through enhanced coordination and service provision	✓	✓	
Objective 1.3 Ensure timely and coordinated humanitarian responses to new and evolving emergencies	✓	✓	✓
Goal 2: Promote and provide durable and interim solutions for populations of concern through U.S. assistance and collaboration with the international community			
Contribution overall:	✓	✓	✓
Objective 2.1 Resettle in the United States refugees in need of protection	N/A	N/A	N/A
Objective 2.2 Support the safe, dignified, sustainable, and voluntary return of refugees, IDPs, and the most vulnerable migrants.	✓	✓	✓
Objective 2.3 Advance refugees' local integration and self-reliance, especially in protracted situations.	✓	✓	✓
Goal 3: Advocate for the protection of vulnerable populations and exert leadership in the international community			
Contribution overall:	✓	✓	✓
Objective 3.1 Protect the most vulnerable by working effectively through the multilateral system and engaging in humanitarian diplomacy and advocacy, including by promoting sufficient funding from other nations and institutions.	✓	✓	✓
Objective 3.2 Advance effective and humane international migration policies.	✓	✓	✓
Objective 3.3 Promote healthy and educated populations by advancing an integrated U.S. government strategy to support women's and girl's health, including maternal health and voluntary family planning assistance, and to combat HIV/AIDS through global partnerships and multilateral engagement	✓	✓	

5.0 CONCLUSIONS

The data collected during the interviews confirm the desk review findings and suggest that the small (\$200,000) pilot projects supporting IDPs and populations living in areas adjacent to ABLs in Abkhazia have delivered powerful support and served as a stepping-stone for follow-on initiatives supported by other donors and/or successfully taken over by the Government of Georgia. Partners have addressed gaps in the Government of Georgia's assistance program, focusing mostly on housing programs, through livelihood, referral, GBV, and confidence-building activities.

In many cases, projects and funded activities have exceed their expected target outputs. One NGO partner organization stated, “[The] PRM project was the smallest and shortest of all the projects over the 25 years in Georgia—and has accomplished more than many of the large-scale projects. Even small interventions can achieve a lot—strong team and partners behind the success. Funds well invested.” UNHCR's efforts have strengthened the asylum systems to ensure that the Governments of Georgia, Armenia, and Azerbaijan conform with international standards. ICRC is supporting communities and partners with contingency planning and emergency preparedness, among many other things.

Although outside the scope of this evaluation, it is worth mentioning that the unearmarked funding for UNHCR and ICRC and a specific funding contribution to IOM this year have allowed these organizations to quickly respond to the current evolving emergency to deliver relief to the most vulnerable persons of concern and stranded migrants affected by the COVID-19 crisis (FBS Goal I, Objective I.3).⁹²

PRM's contributions to UNHCR, ICRC, and IOM continue to support the implementation of PRM's core mandate, producing steady results and the ability to respond to sudden onset crises in the region. Overall, PRM's programming in the region has been vital and has had, and continues to have, a positive impact.

Decades-long conflicts and lack of political solutions over the territorial disputes in Abkhazia, South Ossetia, and Nagorno-Karabakh continue to hamper ability to truly achieve durable solutions for IDPs in Georgia and Azerbaijan. The situation on the occupied territories in Georgia is very complex politically and emotionally. In Georgia, the fact that the IDP status is inherited continues to increase the caseload and places an unsustainable financial burden on the Government of Georgia from providing the entitlements, including monthly allowances, housing, and other support.

In Azerbaijan, international partners have been able to transition and phase out large programs targeting IDPs as the Government of Azerbaijan provides for its citizens thanks to hydrocarbon-based economic growth and political will. On the other hand, Azerbaijan does not recognize most of the refugees and asylum seekers on its territory, which means they depend on UNHCR for protection and direct assistance. Advocacy efforts are ongoing to achieve full labor rights and unemployment benefits to support local integration. Azerbaijan does provide the refugees and asylum seekers access to free education and health services.

In Armenia, Syrian-Armenians are supported by the Government through state-funded socioeconomic integration support and training opportunities, but Armenia's financial resources are limited, and the country is facing a new large wave of refugees from Nagorno Karabakh. As in Georgia, refugees and asylum seekers in Armenia have extensive rights, including rights to work and property; access to education, social security, and medical care; and much more.

All three countries have made significant progress, with the support of UNHCR, to end statelessness. Also, all three countries recognize the importance of inclusion of refugees, IDPs, and stateless people in their national development and reform plans and are committed to the UN SDGs and the 2030 Agenda for Sustainable Development to reduce forced displacement and improve the lives of the displaced.

⁹² FBS Goal I, Objective I.3: “Ensure timely and coordinated humanitarian responses to new and evolving emergencies.”

The Governments of Georgia, Armenia, and Azerbaijan are actively involved in improving the conditions and supporting the lives of IDPs, refugees, asylum seekers, migrants, and stateless persons. However, interviews consistently confirmed that although “*the will is there*,” there are limitations in human and financial capacity, particularly at the municipality level in Georgia, and in asylum procedures in Azerbaijan.

Interviews with beneficiaries confirm that overall, they are happy with the assistance provided; assistance has been provided in a timely manner and to the most vulnerable and it improved their ability to meet basic needs; beneficiaries now have better access to education, including training and capacity building; and most beneficiaries feel they have been consulted about their needs and have been respected.

Most activities designed and selected for funding align with the strategic goals and objectives outlined in the FBS seeking to protect and provide critical assistance to the most vulnerable people—refugees, victims of conflict, IDPs, stateless persons, and vulnerable migrants. Funded activities have supported the Bureau’s FBS main three goals.

Overall, it appears that PRM’s policy change in 2017–2018 was justified. PRM prepared its partners for the transition of reduced funding and the exit strategy in a consultative manner. PRM continues programming through key international organization partners to cover the remaining needs. Although more work remains to be done, the governments have been making steady progress in taking care of IDPs, stateless persons, asylum seekers, and refugees. Some of the issues, such as inherited IDP status in Georgia and lack of progress due to entrenched disagreement preventing resolution of complex, longstanding conflicts in the region, appear to be beyond PRM’s or partners’ control.

6.0 CHALLENGES AND LESSONS LEARNED

6.1 CHALLENGES

Some of the reported challenges, both in documentation and during the interviews, relate to beneficiary participation and working with various ethnic groups that have been affected by the conflict. GBV project activities did not attract male participants, and some IDPs were reluctant to participate in the community mobilization meetings or training events because they felt frustrated by all the agencies visiting the settlements to assess their problems but allegedly never coming back to provide tangible support or solutions.

Projects targeting IDPs and returnees in Abkhazia suffered from the ABL situation causing delays in activities due to the unpredictable closures and movement restrictions applied by the de facto authorities on ethnic Georgians and partner organizations. Issues in access to Abkhazia and South Ossetia created challenges for activity monitoring and implementation. The situation of the occupied territories due to the lack of political solutions is sensitive and ongoing. Partners reported that it is difficult to work with unrecognized de facto authorities and develop regulatory and policy changes to ensure longer-term impact, durable solutions, and sustainability of activities while not engaging in state building.

UNHCR Georgia indicated that “*the biggest challenge in the past two years*” is that it suddenly lost its counterpart (former Ministry for Refugee Affairs and IDPs) in 2018 during the ministerial reshuffling, and there was a long gap before things got back on track again and worked out. Other partners also reported that the reshuffling of ministries and frequent change in local government initially made coordination more challenging and reduced attention to the needs of the most vulnerable IDPs. IDP issues are now consolidated under the Ministry of IDPs, Health, Labor, and Social Affairs.

Partner organizations consistently reported a communication and coordination gap between central and local authorities and felt that more involvement from local government officials is needed. This included

communication on policies at the central/national level down to local-level implementation. Geographical differences were also reported in coordination problems. One of the partner staff interviewees felt that government coordination is better in Western Georgia (Samegrelo-Zeno Svaneti, Samtskheh-Javakheti, Imereti, Guria, Racha-Lechkhumi, and Kvemo Svaneti regions) and that local authorities there are better connected with the central authorities. Eastern Georgia (Shida Kartli, Kvemo Kartli, Tbilisi, Mtskheta-Mtianeti, and Kakheti regions) experiences more problems and authorities are less involved and coordinated.⁹³ One of the local partners emphasized that it is important “to push the issues forward to raise municipalities’ commitment on such issues (gender) at the local level” and most importantly to promote “communication between the IDPs, women, and conflict-affected populations and municipalities.”⁹⁴

Many partners consistently stated that the short duration of the pilot projects was a challenge. Partners stated during the interviews that the short projects do not allow full development of activities, changes and shifts in mentality and attitudes, and building of trust and relationships,⁹⁵ all critical aspects for the activities’ sustainability. Monitoring, mentoring, and coaching take time and are necessary to achieve better results, particularly with livelihood programming. As one of the key informants put it, “it is impossible to conduct proper outreach campaigns, implement project activities, and hand its results to local ownership with a single-year project. IDP assistance projects need to have multiyear funding to make results tangible and sustainable.”⁹⁶ Another partner stated similarly that “it takes time to spread and promote the information and programs at the local level.”⁹⁷ One of the partners said that it is difficult to retain quality staff on short projects without being able to offer continuation of employment.⁹⁸

6.2 LESSONS LEARNED

ICRC felt that it should have invested even more in preparedness in Armenia and Azerbaijan, particularly in light of the recent flareup of the Nagorno-Karabakh conflict. ICRC has also invested a lot of work on missing persons, but the relationship between Armenia and Azerbaijan has not improved to really make it work. ICRC felt that perhaps it should not have continued to work on it “on their own” and should have required both governments to be more engaged. The key lesson learned is that all actors and parties must be involved for activities to be successful and that it takes years to build relationships.

CSOs play a critical role in protracted conflicts, particularly after the donor priorities change, but building their capacity takes time. According to one of the local NGO partners, CHCA, it takes two to three years to build organizational capacity so that they can carry on activities on their own. Sufficient time must be allowed to do this when funding partners. Another partner stated that “lack of capacity and existence of CSOs is the weak link for these initiatives. Work with municipalities requires consistent follow-up and motivation—and to put pressure on to remain engaged.”⁹⁹

In the Shida Kartli region of Georgia, in Gori, a kindergarten that served children with disabilities was funded for two years. But when a newly elected mayor clashed with the kindergarten director, the municipality stopped buying services, forced the kindergarten to move, and never provided the promised new premises. As a result, the disabled children were left without a facility. A painful lesson was learned to plan for longer-term commitments in writing for the donated buildings from the local authorities to ensure activities’ sustainability.

⁹³ Interview with DRC staff, October 8, 2020.

⁹⁴ Interview with Cultural Humanitarian Fund Sukhumi, October 1, 2020.

⁹⁵ Interview with ABA-ROLI, October 12, 2020.

⁹⁶ Interview with DRC staff, October 8, 2020.

⁹⁷ Interview with Cultural Humanitarian Fund Sukhumi, October 1, 2020.

⁹⁸ Interviews with World Vision Armenia, September 30, 2020.

⁹⁹ Interview with Cultural Humanitarian Fund Sukhumi, October 1, 2020.

Partners consistently reported that the lack of human capacity, particularly at the local level, and financial resource gap issues made it difficult to hand over some of the activities. One local partner¹⁰⁰ reported that some of the international organization/NGO-constructed community centers delivering services to vulnerable IDPs stopped working after the handover to the local government, which did not have budgets or management plans for the centers. It was not clear whether these were PRM-funded activities, but the lesson learned is that no activities should be funded or planned unless there is a proper commitment in place to ensure the financial and management resources required to maintain the services.

7.0 RECOMMENDATIONS

Although PRM's programming has been successful, the following recommendations are offered to guide PRM's future programming and funding decisions. The below recommendations are based on the lessons learned and challenges discussed in this report, as well as data collected during the interviews and best practices in similar situations of protracted displacement.

A. Humanitarian Assistance and Protection

Abkhazia: Continue to fund humanitarian assistance in Abkhazia. Humanitarian needs in Abkhazia are ongoing and consistently reported. The IDP returnee population in Abkhazia is aging, and the frequent ABL closures, lasting several weeks at a time, have reduced the population's resilience and depleted economic activity. The Government of Georgia does not have access to Abkhazia and relies on partners to provide that assistance. The most vulnerable depend on the monthly IDP allowance and pensions administered by the Government of Georgia. During the COVID-19 pandemic, the ABL has been closed for more than six months. Humanitarian corridors and ongoing advocacy efforts must be maintained to increase freedom of movement and access to critical services, including people's ability to collect their pensions. Partners recommend maintaining transparent dialogue with the de facto authorities to build trust without engaging in state building to assist the most vulnerable in Abkhazia, benefiting the entire community, not just ethnic Georgians.

Unearmarked funding: Continue unearmarked or loosely unearmarked contributions to UNHCR and ICRC. Unearmarked funding has been critical in enabling them to do their work and adjust operations based on the evolving needs on the ground in protracted crises when no other funding is available.

B. Interim and Durable Solutions During Protracted Displacement Situations

Livelihoods and market studies: Continue to focus programming on livelihoods. Baseline and market studies are critical to guiding development of the right type of needs-based activities. Strong alignment with businesses and markets contributes to achievement of durable solutions and strong self-reliance. For example, in Georgia, many of the economic support programs sponsored by the state addressed the field of agriculture but most IDP settlements are in urban areas and therefore could not fully benefit from such programs.

Advocacy: Remind the governments of their ongoing responsibilities and obligations toward IDPs and refugees. The 2030 Agenda for Sustainable Development calls for national governments to develop long-term strategies to address and reduce internal displacement to achieve the SDGs.¹⁰¹ Together with partners, promote the inclusion of refugees, IDPs, and stateless people into national development plans.¹⁰²

¹⁰⁰ Interview with CHCA, October 14, 2020.

¹⁰¹ [https://agendaforhumanity.org/sites/default/files/resources/2019/Jun/\[A-70-709\]%20Secretary-General's%20Report%20for%20VHS_0.pdf](https://agendaforhumanity.org/sites/default/files/resources/2019/Jun/[A-70-709]%20Secretary-General's%20Report%20for%20VHS_0.pdf)

¹⁰² <https://www.unhcr.org/en-us/2030-agenda-for-sustainable-development.html>.

Advancement of IDP-related laws and policies: Advocate for and call on governments to develop and implement laws based on the UN Guiding Principles on Displacement to achieve truly lasting, rights-based and durable solutions.

Multiyear projects: Support multiyear funding. Multiyear projects allow adaptation to the changing and evolving needs of the IDPs and refugees and produce better results in fulfilling the complex needs caused by protracted crisis. Multiyear projects enable a better establishment of baseline studies, more thorough market studies, monitoring of livelihood needs, identification of what works and what does not, and adjustment of activities. Literature confirms that multiyear funding is also more cost-effective in terms of administrative costs and places less administrative bureaucracy on organizations. It reduces staff turnover and improves staff stability. It allows building of stronger relationships, connections, and trust between the aid organizations and the beneficiaries. Further, multiyear funding allows better linkages between relief and development activities, including capacity-building efforts. Multiyear projects align with Good Humanitarian Donorships and the Grand Bargain,¹⁰³ encouraging more flexibility and less rigid earmarking of funds. If multiyear funding is not possible, avoid funding activities that are known to require more time to achieve intended results; for example, GBV activities require a significant amount of time to build trust, services, and awareness raising for women and victims to come forward.

Participation of beneficiaries: Ensure meaningful participation and inclusion of IDPs, refugees, asylum seekers, and host communities. Priorities identified by the beneficiaries themselves and host communities have proven to achieve the best outcomes. Encourage establishment of community mobilizers to support the communities with referral services and integration initiatives and opportunities. This approach is also recommended when the IDPs, refugees, and asylum seekers are scattered in urban (and rural) areas living in non-camp situations without support from a traditional camp and/or community leader structure and presence of aid organizations.

Joint planning and programming: Encourage joint humanitarian-development planning and program design driven by collaborative joint data collection and analysis to understand the context, needs, and capabilities across the sectors to support achievement of durable solutions. When partners, affected populations, government authorities, and humanitarian and development actors work together throughout the process, they are more likely to agree on the results and establish a shared understanding of the situation, contributing to joint and effective responses.¹⁰⁴ Lead by example and show strong coordination between PRM and USAID humanitarian and development programming to ensure adequate levels of development assistance and socioeconomic integration support, particularly through livelihood initiatives in a protracted crisis. This is also in line with the UN Secretary-General's Agenda for Humanity and the 2016 World Humanitarian Summit's attention on the need to foster durable solutions and greater self-reliance through better links and coordination between humanitarian and development actors in protracted crisis.

C. Transition and Disengagement

Connect the beneficiaries with authorities: Ensure that the PRM-funded program activities connect the IDPs and refugees with authorities to increase accountability and policies designed based on their needs to address their issues and to support successful transition from PRM support. Interviews confirmed that comprehensive assessments, including field visits with all stakeholders, particularly with government officials at all levels, opened their eyes to IDPs' needs, and the IDPs gained access to raise their concerns directly with the authorities. Connecting IDPs with the authorities will result in increased accountability and policies designed based on local community needs to better address them.

Reconciliation and peacebuilding: Increase synergies between PRM and USAID to ensure transition to and/or continuation of people-to-people confidence-building programming to support long-term

¹⁰³ <https://interagencystandingcommittee.org/Quality-funding>.

¹⁰⁴ <https://www.jips.org>.

reconciliation efforts through economic integration, health, and education initiatives. This should be done in coordination with development actors such as USAID that promote mainstreaming of conflict-sensitive programming into their development assistance portfolio.

Policy changes and disengagement: Communicate decisions on disengagement or policy changes well in advance to allow partners and stakeholders to prepare for gradual transition, including the ability to seek funding from other donors if continuation of activities is needed to ensure eventual handover to local ownership. Although it is normal for donors to disengage at some point, clear and timely communication about such decisions is essential.

Exit strategies: Ensure that partner handover strategies are realistic, carefully planned, and incorporated into the proposals and activities from the beginning to ensure sustainability. Activities and exit strategies should be linked to existing government strategies, action plans, and budgets and be formalized in MoUs, particularly when transferring service provision responsibilities. If strategies and policies are not in place, support their development to ensure responsible and successful handover. In Georgia, some of the activities did not manage to secure full financial and management commitment from the government counterparts; written agreements should have been put in place to ensure sustainability of the activities at the local level.

Role of CSOs: Maintain regular consultations with local CSOs to better understand the local context and issues. Capacity building and strengthening of CSOs and grassroots organizations will help advance and continue the work needed after donor disengagement, but capacity building takes time. CSOs' ability to continue active engagement in awareness raising, community mobilization, and advocacy is critical to communities in need in protracted situations.

D. Partnerships and Funding

Funding decisions: Keep partners informed and provide funding decisions in a timely manner. Partners operating in challenging and fragile contexts must be able to retain quality staff to ensure successful implementation of programming.

Selection of partners: Ensure that the right partners are selected if a similar programming approach is adopted in other situations. Selecting partners with a proven track record of technical, sectoral, and delivery experience—and a hands-on approach with the ability to directly “jump in”—is a must. Partners without a network of partnerships, relationships, and local knowledge will not be able to accomplish much in such a short timeframe and limited funding. PRM should also select partners who can wear “two hats,”¹⁰⁵ having the capacity and track record to understand and implement both humanitarian and development programming to support a holistic, multisectoral approach and address complex needs in protracted conflicts and successful handover to local ownership.

¹⁰⁵ Interview with former PRM regional refugee coordinator, October 5, 2020.

ANNEXES

ANNEX I: STATEMENT OF WORK

Statement of Work U.S. Department of State Bureau of Population, Refugees, and Migration (PRM)

Evaluating the Effectiveness of PRM-Funded Programs for Refugees and Internally Displaced Persons in the Caucasus

NATURE AND PURPOSE

The purpose of this task order is to obtain the services of a contractor to carry out an evaluation, lasting up to six months, of PRM-funded programs for refugees and internally displaced persons in the Caucasus (Russia, Georgia, Azerbaijan, and Armenia). This evaluation will focus in particular on FY 2017-FY 2018 International Organization (IO) and Non-Governmental Organization (NGO) programs in Georgia but will also provide a comprehensive retroactive evaluation of programming from 2015 to the present. As PRM phases out programming in this context, the evaluation will inform plans for next steps and use lessons learned from the Caucasus to make recommendations on how to best respond in similar displacement settings. PRM has provided humanitarian assistance in the Caucasus for over two decades, but to date, Caucasus programming has not been formally evaluated by PRM.

The evaluation will consist of: (1) a comprehensive desk review and analysis of regional best practices in humanitarian assistance programs for refugees and IDPs, including but not limited to Georgia; (2) a field-based evaluation of humanitarian assistance programming in Georgia where PRM supports numerous IOs and NGOs; and (3) guidance that can be used to inform PRM programmatic and diplomatic decision making on assistance for the most vulnerable persons of concern, promoting interim and durable solutions, and responsible programmatic disengagement in protracted situations.

Both the desk review and the field-based evaluation should examine: (1) the qualities of successful programs providing humanitarian assistance and promoting interim and durable solutions to address the most critical humanitarian needs for the most vulnerable people; (2) the effectiveness of PRM's pilot approach to funding; (3) whether PRM-funded partners appropriately assessed gaps in government humanitarian assistance; and (4) best practices in implementing strategies of responsible disengagement in protracted situations in order to minimize disruption to services and maximize refugee/IDP self-sufficiency.

Recommendations should be concrete, actionable, and provide guidance, for PRM to consider when: (1) drafting notice of funding opportunities for partners assisting refugees and IDPs; (2) monitoring the performance of partners assisting refugees and IDPs; (3) engaging host governments, multilateral partners and NGOs on best practices for promoting and facilitating durable solutions. The contractor will coordinate with PRM in Washington, DC, the U.S. Embassy in Tbilisi, and IO and NGO partners that may include UNHCR, UN Women, World Vision, ASB, and Save the Children, and relevant parts of the host government.

BACKGROUND and CURRENT EFFORTS

PRM

PRM's mission is to provide protection, ease suffering, and resolve the plight of persecuted and uprooted people around the world on behalf of the American people by providing life-sustaining assistance, working through multilateral systems to build global partnerships, promoting best practices in humanitarian response, and ensuring that humanitarian principles are thoroughly integrated into U.S. foreign and national security policy. The United States government, through PRM, is the largest bilateral donor to UNHCR, ICRC, and among the largest bilateral donors for IOM. PRM funds NGOs to fill critical gaps in programming by multilateral organizations, host governments, and other donors. It is important to note that the Bureau considers its humanitarian diplomacy to be as important as its programming.

PRM works to provide protection and assistance and promote solutions to conflict-affected refugees and IDPs, primarily through contributions to multilateral organizations. Chief among these are the ICRC, which is mandated under the Geneva Conventions to protect and assist victims of conflict, and UNHCR, which has lead responsibility for protection, emergency shelter, and camp coordination and camp management in situations of displacement caused by conflicts.

PRM generally funds activities in 12-month increments, although in recent years it has allowed NGO partners to apply for multi-year funding. Through humanitarian diplomacy, PRM engages partner governments on political actions that could be taken to improve outcomes for populations of concern. Strong monitoring and evaluation (M&E) contributes to the identification of best practices, both political and programmatic, that can be promoted in the provision of humanitarian assistance.

PRM's pilot approach refers to funding small projects in specific locations that can be used as a model for the government about the types of programs the national or local governments can take on. They are targeted programs, accompanied by U.S. advocacy, to encourage governments to invest in protection for vulnerable populations.

Monitoring the performance of PRM partners is a responsibility shared by PRM Regional Officers and their respective Regional Refugee Coordinators and other staff with responsibility for refugee issues based at U.S. embassies throughout the world, with support (training, monitoring and evaluation) provided by PRM's Policy and Resource Planning (PRP) office. Upon award, PRM's Office of Assistance to Europe, Central Asia, and the Americas (ECA) and PRP will work closely with the contractor for the duration of the evaluation. In accordance with the standards of good management and performance-based results, the contractor will be held accountable for cost, schedule, and performance results.

The South Caucasus

As of July 2019, The South Caucasus region, which includes Georgia, Armenia, and Azerbaijan, was host to over 900,000 persons of concern. In **Georgia**, there were over 280,000 persons of concern residing in areas controlled by the internationally recognized government, and the number of registered IDPs continues to grow, as a result of inherited IDP-status through the registration of new-born children. In **Armenia**, although approximately 18,000 refugees, asylum-seekers, and persons in refugee-like situationsI enjoy the same basic social and economic rights as Armenian nationals, they cannot realize self-reliance due to language and cultural barriers that have not been sufficiently addressed – a critical component in achieving durable solutions. In **Azerbaijan**, there were over 620,000 persons of concern. Azerbaijan is a State party to the 1951 Convention relating to the Status of Refugees and its 1967 Protocol; however, persons recognized by UNHCR as refugees have no formal right to work.

In the South Caucasus, UNHCR is reassessing its engagement, particularly in the programming of the agency's livelihood strategy in the 2018-2020 Action Plan for refugees, asylum-seekers, as well as the IDP returnee population in Abkhazia. In late 2017, UNHCR contracted the services of a Socio-economic Integration Consultant to examine legislative and policy frameworks and social or political processes that enable or inhibit access to work and other livelihood opportunities for persons of concern in the South Caucasus. The ICRC, in October 2017, underscored that the conflict in Nagorno-Karabakh remained active, with regular casualties on each side, and warned that hostilities could escalate at any time, creating additional displacement. Both the ICRC and UNHCR have developed contingency plans in the case that violence spikes.

Recent Developments and Continuing Challenges for Persons of Concern: The most serious challenges in **Georgia** are in Abkhazia, where approximately 50,000 IDP returnees live in tenuous circumstances with few economic opportunities, no political rights, limited freedom of movement, and poor access to markets. Closure of crossing points has also negatively impacted the freedom of movement and contributes to a growing sense of isolation and further impoverishment of the population in lower Gali. Visits to family and friends living across the dividing lines have become much more difficult. In early

2017, a “foreign residence permit” was introduced in Abkhazia, mainly for the ethnically Georgian population. Russian is now the mandatory language of instruction from first through sixth grade in Gali district’s Georgian elementary schools, and due to the instructors’ lack of proper Russian language skills, many families opt to send their children to live with family and friends to attend school in Georgia proper. Since 2016, the Brown Marmorated Stinkbug has caused enormous damage to the agriculture sector in the eastern regions of Abkhazia, especially the Gali district, where the majority of IDP returnees live and rely on agriculture for their livelihoods. The bug continues to destroy practically all fruits and vegetables and continues to wreak havoc on hazelnut farming, a major source of income for IDP returnees. **Since the August 2008 conflict, UNHCR has not had regular access to South Ossetia, the other de facto Russian-controlled part of Georgia. It is estimated that 10,000 people were displaced in South Ossetia due to the 2008 conflict.**

In **Armenia**, unemployment benefits have been abolished and replaced by labor market access approaches like vocational educational training and job placement. However, in the case of PRM populations of concern, language and cultural barriers have not been sufficiently taken into account, in terms of the development of these training programs and job placements inhibiting self-reliance.

In **Azerbaijan**, refugees and asylum-seekers continue to work in the informal sector, as they have restricted access to social welfare or regular employment. Problems with recognition of the ID cards of refugees and asylum-seekers, low educational levels, lack of professional skills, and lack of local language skills make asylum-seekers and refugees non-competitive on the local labor market.

UNHCR Engagement in the South Caucasus: UNHCR supports the respective governments in finding durable solutions and implementing integration activities for persons of concern in the region.

In **Georgia** – Although UNHCR continues to engage in protection monitoring, provision of legal assistance, and ensuring documentation and freedom of movement of IDP returnees, the organization has gradually disengaged from providing livelihood support in Georgia. However, in late 2017, it decided to reverse this trend, because the organization’s “relevance as a strategic partner and a respected interlocutor for the de facto authorities require that UNHCR remain involved” in promoting self-reliance through community-based livelihood activities, notably targeting youth, vulnerable women (including victims of gender based violence), and young families.

Armenia – UNHCR will continue promoting solutions for about 17,000 Syrian Armenians, working with the government of Armenia on legislative reform and the establishment of an effective and efficient asylum procedure in line with UNHCR’s strategic priorities for 2015-2017.

Azerbaijan – UNHCR plans to continue its 2017-2019 strategy to further enhance the implementation of international legal instruments, improvement of the national legislative framework, and government policies.

ICRC Engagement in the South Caucasus: Working with governments in the region, the ICRC maintains its visibility as a neutral, impartial, and independent humanitarian organization. In **Georgia**, the ICRC restores family links, works to clarify the fate of missing persons, and supports their families. In **Armenia**, the ICRC supports families of the missing by helping them with improved access to medical, legal and administrative services. In **Azerbaijan**, the ICRC supports families of missing persons and help detainees held for conflict-related or security reasons, or who are otherwise vulnerable. The organization also supports people affected by the **Nagorno-Karabakh** conflict. The ICRC is the only PRM partner present in Nagorno-Karabakh.

ICRC is in the middle of its five-year strategy (2017-2021) to clarify the fate of the Missing persons from the 1990’s and 2008 conflicts of Abkhazia and South Ossetia and build local capacities to pursue the process of finding answers and help the families.

Unresolved Conflicts: In 2017, referencing the Nagorno-Karabakh April 2016 violent flare-up, the International Crisis Group (ICG), a think-tank that works to prevent conflicts globally, stated that Armenia and Azerbaijan are closer to war over Nagorno-Karabakh than at any time since 1994. ICG added: “While violence remains at a relatively low boil, any escalation quickly could spin out of control.” The ICRC and UNHCR are concerned that these tensions could develop into a larger-scale conflict, leading to significant civilian casualties and cause displacements in the region. Both organizations have developed contingency plans in preparation to respond to new displacements from escalation of the violence. The conflicts in Georgia’s occupied regions are also no closer to resolution. There is no freedom of movement across the administrative boundary lines (ABLs) of Georgia’s breakaway de facto governments (Abkhazia/South Ossetia.) These unresolved conflicts and tensions in the region continue to require robust protection capacity through presence and advocacy, where possible, as well as contingency planning and emergency preparedness.

USG engagement in the region: The USG is committed to supporting **Georgia’s** sovereignty and territorial integrity in accordance with its internationally recognized borders. Through its participation in the quarterly Geneva International Discussions on Georgia, where PRM participates in Working Group II on humanitarian issues, the United States supports Georgia’s attempts to peacefully resolve its territorial disputes. In **Armenia** and **Azerbaijan**, U.S. foreign policy efforts are focused on improving respect for human rights, tackling corruption, promoting democratic governance, increasing transparency, furthering economic reforms and diversification, and achieving a peaceful settlement to the conflict. Within the broader USG goal of achieving comprehensive and lasting peace settlements, PRM advocates for increased access to vulnerable populations in de facto territories, improved living conditions for displaced persons and returnees, and deepened cross-boundary contacts, with the goal of reducing the risk of renewed fighting and the level of fear and mistrust. PRM’s assistance to refugees and IDPs in the region contributes to U.S. foreign policy goals by providing life-sustaining support to the most vulnerable displaced populations in the region, thereby helping to avoid a return to armed conflict pending resolution of disputes.

EVALUATION QUESTIONS

The evaluation should answer the following questions, drawing on both the field work in Georgia and the desk study as appropriate, with an emphasis on developing best practices, lessons learned, and actionable recommendations to inform the programming and diplomacy of PRM and its partners:

1. **Humanitarian Assistance and Protection:** To what extent have PRM-funded programs met the humanitarian needs of refugees and IDPs in Georgia and elsewhere in the Caucasus?
 - a. Did humanitarian assistance programs target and reach the most vulnerable?
 - b. Did humanitarian assistance achieve PRM’s strategic goal to save lives, ease suffering and promote human dignity?
 - c. How well have PRM notices of funding opportunities addressed gaps in humanitarian assistance?
 - d. Have there been any unintended consequences?
2. **Interim and Durable Solutions:** To what extent did PRM-funded programs provide durable and interim solutions for refugees and IDPs in Georgia and the Caucasus?
 - a. Which programs were most successful and why?
 - b. In what way did PRM-funded programs support a measured and responsible disengagement of PRM funding?
 - c. The evaluation should provide concrete and actionable recommendations on how PRM and its stakeholders should handle the transition from PRM support.

3. **Beneficiary Feedback:** To what extent were refugees and IDPs satisfied with the quality of services received?
4. **PRM Functional Bureau Strategy (FBS):** How well have PRM-supported activities in the region supported the Bureau's FBS? (PRM will provide the selected contractor with an electronic version of the FBS)

EVALUATION DESIGN AND DATA COLLECTION METHODS

PRM expects that the evaluation will use a mixed method design involving both qualitative and quantitative methods covering the period from 2015 to the present. PRM will rely on the contractor to both propose and design the research methodologies that make the most sense and answer research questions in the best and most efficient way possible. It is anticipated that methods will include some combination of desk research/analysis, key informant interviews, group discussions (as relevant), and collection of case studies to produce findings, draw conclusions, and present recommendations.

Participation of beneficiaries (refugees and IDPs) is required. It is essential that all research is conducted in line with ethical and safety standards and be done in a way that upholds PRM's commitment to professionalism. Any interviews with beneficiaries must be sensitive to and designed to prevent traumatization. All data collection methods and tools shall be shared with PRM in advance and strive to get the richest and most useful information in the quickest way possible. This is in recognition of the limited time available and significant workload of PRM partners.

EVALUATION TEAM

PRM will consider various evaluation team compositions; however, the team conducting the field evaluation must consist of one Senior or Mid-Level Evaluation Advisor and one Senior or Mid-Level Subject Matter Expert. The subject matter expert categories include Humanitarian Assistance/Complex Emergency Specialist, Conflict Prevention, Mitigation and Reduction and Post-Conflict Reconstruction Specialist and Democracy and Governance Analyst. One team member must be designated as a Team Lead who will oversee and be the focal point for the project. There must be a U.S.-based position that is positioned to easily and reliably liaise with PRM on a regular basis on the status of the evaluation. The evaluation team's knowledge and skills must demonstrate the ability to best complete the following:

1. Initiate a kick-off meeting with PRM staff to understand regional efforts and the goals within the humanitarian field, as well as agree on expectations for communication/involvement moving forward.
2. Conduct a comprehensive desk review to inform the field evaluation regarding best practices for addressing the most critical humanitarian needs for the most vulnerable people regionally and in Georgia specifically.
3. Evaluate the performance of PRM partners in providing programming for refugees and IDPs in the Caucasus. The evaluation will focus primarily on UNHCR, ICRC, IOM, and NGOs. The country evaluation will last no longer than three weeks. The country evaluation will include an in-country debrief report.
4. Analyze collected data, design targeted recommendations, and produce a succinct final report that is informed by PRM and partners through regular consultation and engagement.
5. Produce guidance that can be used to inform PRM programmatic and diplomatic decision making on assistance for the most vulnerable persons of concern and developing strategies for responsible programmatic disengagement in protracted situations.
6. Debrief PRM, UNHCR, and other stakeholders, upon completion of the final report.

QUALIFICATIONS

1. The Evaluation Advisor shall have experience in designing and implementing overseas evaluations and experience conducting evaluations in humanitarian settings. The Subject Matter Expert shall be familiar with PRM-funded programs and have experience working in non-camp humanitarian settings in countries assisting refugees and IDPs. Both staff shall be familiar with humanitarian assistance and IDP protection and assistance. The Team Lead should have experience and a track record of managing large-scale evaluations in a professional, effective, and collaborative manner. Staff not meeting these requirements may be considered in special circumstances, determined by PRM.
2. The evaluation team must be proficient in English (speaking and writing), have familiarity of both technical and humanitarian terms, and possess an ability to translate concepts as well as write in ways that are easily understood by a public audience. For field evaluations that include interviews with people of a different language, the evaluation team must have someone proficient in that language and/or an ability to identify and hire high-quality interpreters.
3. Evaluation experts must have an understanding of the mandates/responsibilities of PRM and its IO partners in protecting and assisting refugees and IDPs, as well as an awareness of relevant research and evaluations conducted by UNHCR, ICRC, IOM, NGOs, and universities.
4. Evaluation team members must have a demonstrated understanding regarding the collection and use of sensitive data in order to protect confidentiality.
5. A commitment to a person-centered approach is imperative throughout the evaluation. This includes ethical approaches to data collection such as getting informed consent, maintaining confidentiality, and ensuring referral pathways are established before interviewing, etc. As such, team members should be familiar and comfortable taking this approach as well as articulating themselves in this way.
6. Evaluation team members may be based in or outside of the United States. U.S. citizenship is not required.
7. Contract organizations previously funded by PRM should assess their past performance and demonstrate a clear work plan that reflects lessons learned.
8. Evaluation and subject matter experts not meeting these requirements may be considered if adequate justification is provided.
9. Security clearance is not required.

TIMETABLE AND DELIVERABLES

The contractor will begin work no later than two weeks after the contract is awarded. The duration of the evaluation will be up to 6 months. The contractor shall provide the following deliverables to PRM. The below timeframe for each of these activities is projected and PRM requests the contractor provide a schedule of deliverables, including anticipated delivery dates, in the proposal.

1. **Kick-off Meeting:** A kick-off meeting between PRM and the contractor should be scheduled as soon as possible after the award is signed. The meeting will take place at PRM's office in Washington, D.C. The contractor is expected to develop a meeting agenda prior to the meeting and come prepared with documents, ideas, and plans to discuss at the meeting.
2. **Evaluation Work Plan:** A detailed work plan with timelines due within five business days of the kickoff meeting. This plan should be as detailed as possible, with a detailed timeline indicating where and when PRM will be consulted or informed, throughout. The work plan shall include the anticipated schedule and logistical arrangements and delineate the roles and responsibilities of members of the evaluation team.

3. **Desk Review Report:** A desk review for refugee and IDP programming in the Caucasus which includes, but is not limited to, documentation from PRM's partners for the period from 2015-present. The desk review is due within 45 days after the start of the contract. The desk review report shall not exceed 15 pages, not including annexes. PRM will provide feedback on the draft report within 10 business days. The contractor has 10 business days to complete the final report after the draft report is returned by PRM. A report revisions matrix must also be submitted with the final report. The final desk review report must be in compliance with section 508 of the Rehabilitation Act.
4. **Progress Reports:** The contractor shall submit a mid-term progress report to PRM, complemented by monthly teleconferences. The reports shall summarize progress and status of the major activities being undertaken in relation to the requirements of this program; comparison of actual accomplishments with the goals and objectives established for the period of the report; deviations from the work plan and explanations of such; indications of any problems encountered and proposals for remedial actions as appropriate; and projected activities for the next reporting period. The mid-term report is due 90 days from the start of the contract.
5. **Field-based evaluation in Georgia:** The field evaluations in Georgia shall take no more than three weeks total, not including travel days, to complete. This will allow time for consultation with PRM, IOs, NGOs, government officials, beneficiaries, and other stakeholders as appropriate. With PRM assistance, the contractor will consult with the U.S. Embassy in Tbilisi prior to in-country data collection activities. The evaluators will need to coordinate closely with PRM's ECA office and Embassy Tbilisi to schedule meetings with PRM's IO and NGO partners and government officials. The evaluation team will also need to consult and coordinate with IOs including on issues relating to security, logistics and access to beneficiaries. When in the field, a six-day work week is authorized.
6. **Final Report:** The contractor shall deliver a draft final report incorporating findings from the desk review and field-based evaluation to PRM at least 30 days before the completion date of this contract. The final report should include the following:
 7. Executive summary
 8. Description of the initiative, program, project of the activity
 9. Evaluation purpose and scope
 10. Evaluation design and data collection methods
 11. Data and findings
 12. Conclusions
 13. Recommendations
 14. Annexes: SOW, research instruments, details about data collection.

Additional guidance pertaining to the final report includes:

- ∅ The final report shall summarize the major results achieved, any problems encountered, and notable successes of the PRM-supported programs. The contractor shall also make recommendations of appropriate follow-up actions primarily for PRM, its partners, and relevant government authorities.
- ∅ The final report shall include recommendations for responsible withdrawal of assistance. It shall also include conclusions as to which PRM-funded activities are the most (and least) successful in providing needed assistance to refugees and IDPs in Georgia, reasons why, and recommendations

on best practices based on findings. Recommendations should be concrete, actionable, and tailored to specific stakeholders.

- ⊄ The evaluation report should be no more than 20 pages in length, not including annexes. The final report must include an executive summary, which shall be no more than four pages. A Georgian version of the executive summary is required.
- ⊄ PRM will provide feedback on the draft report within 10 business days. The contractor has 10 business days to complete the final report after the draft report is returned by PRM. A revisions matrix must also be submitted with the final report. The final report must be in compliance with section 508 of the Rehabilitation Act.

15. **Evaluation Summary for Dissemination:** A summary of the evaluation should be written for a public audience and should not be included in the evaluation report. The summary should be brief, not more than two pages and should not include confidential issues. It should include the title of the evaluation, date of the submission of the report, evaluation questions, data collection methods, key findings and recommendations. It should not include confidential issues or anything that is deemed inappropriate or irrelevant to the public. PRM will provide a template for the summary. The evaluation summary for dissemination shall be submitted before the completion date of this contract.

16. **Oral Briefs:** The contractor will be responsible for delivering the following briefings:

- ⊄ Monthly teleconferences shall be initiated and scheduled by the contractor as opportunities to review performance against the detailed work plan. These calls should be used less for the purposes of updates than working through any problems, challenges, or delays. As phone calls are ideal for collaboration, any assistance or support needed from PRM should be expressed during this time.
- ⊄ One presentation provided for U.S. Embassy staff and other relevant stakeholders in Georgia immediately following the field evaluation. Other relevant stakeholders may include UNHCR, IOM, ICRC, and others as determined by PRM and the Embassy. A remote debrief may occur with justification and PRM permission.
- ⊄ One final presentation provided to stakeholders, including PRM, other relevant State Department Bureaus, USAID, representatives of IOs and NGOs, and others as appropriate. The presentation will take place at PRM/Washington, DC, upon completion of the final report.

EXPECTATIONS

1. The contractor shall maintain open, respectful, timely, and collaborative communications with PRM, resulting in a relationship that proactively addresses potential or current problems with flexible, workable, and appropriate solutions. It is a priority for PRM to be a good and supportive partner in this evaluation.
2. The contractor shall be responsive to PRM throughout the project, and demonstrate ability to design an evaluation, analyze findings, and present results in line with the needs of the bureau. When in doubt, the contractor shall reach out to discuss questions with PRM in a proactive and transparent way.
3. The contractor shall provide all documentation and reports to PRM for review and clearance prior to disseminating to or sharing with beneficiaries, UN agencies, NGOs, or other evaluation participants. This is for the purposes of ensuring a targeted, clear, and coherent evaluation approach and not to influence or change the data in any way.

4. The contractors shall coordinate with, and be responsive to, PRM in all aspects of project management and implementation. The contractor is expected to answer communication and submit agreed upon deliverables on time.
5. Proceeding from the desk review and fieldwork, the contractor shall present findings, results, conclusions, and recommendations. At all times, qualitative stories, case studies, and examples should be used to show the breadth and depth of activities.
6. The contractors shall forward all project deliverables to PRM according to the final timeline, pending unforeseen delays. When there are unforeseen delays, or other project or financial issues arise, the contractor must inform PRM immediately.
7. The contractor shall deliver high quality final products (deliverables) suitable for PRM purposes. The products shall be professional, well written, and tailored to influence and inform PRM-supported initiatives and work. Other potential targets for the report include IOs, NGOs, other donors/governments, etc. The final evaluation is considered a PRM product. PRM also decides who will receive the report and in what way.

POSITION LOCATION & HOURS

With the exception of field evaluation, project activity is anticipated to take place at the contractor's place of work. Data collection and analysis will take place in the United States and Georgia. Upon contract award, PRM will provide relevant reporting to the contractor for an off-site desk review. Prior to the desk review, the evaluation team will visit PRM for consultations at State Annex (SA) 9 at 2025 E Street NW in Washington, DC.

SECURITY CONCERNS

Georgia is largely safe, with few travel restrictions. It is strongly recommended to avoid driving outside of urban areas in Georgia after dark, as traffic accidents represent the most significant security hazard. In Georgia, travel to South Ossetia will not be permitted, but PRM will look favorably upon proposals that obtain feedback from beneficiaries based in Russian-occupied South Ossetia. Travel to Abkhazia will be possible and should be coordinated with the U.S. Embassy and the UN High Commissioner for Refugees. It is anticipated that travel will take place throughout the country, with a particular focus on Abkhazia and Samegrelo and, to a lesser extent, Imereti and Shida Kartli. The embassy in Georgia and the United Nations Department of Safety and Security (UNDSS) can advise on security conditions.

LOGISTICS SUPPORT

PRM will provide the contractor with access to relevant program documents, including those not in the public domain such as reporting, strategies, etc. once the award has been issued. PRM will also provide the contractor with contact information of PRM (DC office and field) and partner staff as well as facilitate introductions, where needed. In addition, PRM will provide evaluation report and summary templates. All other support will not be of a logistics nature.

OTHER INFORMATION

The evaluation report and its findings are proprietary and will not to be made public or shared externally without the consent of PRM. PRM reserves the right to disseminate and circulate the evaluation report to colleagues (USG, international, and NGO partners), as determined appropriate. PRM may also choose to post the final report on the Department's internet site for further visibility. The contractor will be acknowledged on all circumstances.

Security

This project does not entail working with classified information. All information and data in this project is sensitive and should not be shared publicly without written consent of the PRM Monitoring and Evaluation Team.

Contract Security Requirements

Contractor personnel performing on this contract do not require personnel security clearances for contract performance. Regional Security Office (RSO) vetting requirements--as determined by the RSO--may be required for local nationals performing on this contract.

Standard Information Protection

The contract and its employees shall exercise the utmost discretion regarding all matters relating to their duties and functions. They shall not communicate to any person any information known to them by reason of their performance of services under this contract which has not been made public, except in the necessary performance of their duties or upon written authorization of the contracting officer. All documents and records (including photographs) generated during the performance of work under this contract shall be for the sole use of and become the exclusive property of the U.S. Government. Furthermore, no article, book, pamphlet, recording, broadcast, speech, television appearance, film or photograph concerning any aspect of work performed under this contract shall be published or disseminated through any media without the prior written authorization of the contracting officer. These obligations do not cease upon the expiration or termination of this contract. The contractor shall include the substance of this provision in all contracts of employment and in all subcontracts hereunder.

Sensitive But Unclassified (SBU) Information: See 12 FAM 540 for guidance regarding the Handling, Access, Dissemination, and Release of SBU.

Laptop and Data Protection Requirements

- ⌘ The Contractor is restricted from transporting unencrypted SBU data electronically across the Internet using email, FTP sites, or commercial web sites.
- ⌘ THE ELECTRONIC PROCESSING MEDIA MUST BE ENCRYPTED USING any National Institute of Standards and Technology (NIST) approved product. (NIST approved products can be found at <http://csrc.nist.gov/groups/STM/cmvp/validation.html>). An overwrite utility software must be used to remove all previous data in the following manner: A first overwrite pass using the number '1'; A second overwrite pass using the number '0'; and a third overwrite pass using ANY character.
- ⌘ Thumb drives, jump drives, and other portable storage devices: Downloading project information onto thumb drives, jump drives or other portable storage devices onto which project information can be downloaded, is prohibited unless specifically authorized in writing by the COR. Requests to utilize these portable storage devices must include certification that a NIST approved product (including the product name and version) will encrypt the portable storage device. A listing of NIST approved products for these storage devices can be found at <http://csrc.nist.gov/groups/STM/cmvp/validation.html>. Authorized users must be briefed by their Facility Security Officer (FSO) or security point of contact and sign a briefing acknowledgement regarding their responsibility to safeguard such media. Any loss or compromise of storage device containing project information must be reported to the COR and the Bureau of Diplomatic Security, DS/IS/IND immediately.
- ⌘ Contractor site office and all subcontractor site office individual computer hard-drives (including laptops) and server hard-drives must be encrypted using any NIST approved product (found at <http://csrc.nist.gov/groups/STM/cmvp/validation.html>). Contractor site office copiers, scanners and all other electronic media shall be password protected to prevent unauthorized use, access and downloading of SBU and project sensitive information by unauthorized users. Site offices containing

computers, scanners, printers, hardcopy and electronic storage media shall be locked against unauthorized access when not in use.

- ⌘ While on travel, laptops must remain with the contractor employee and cannot be included in any checked baggage.

Badging Requirements

The DOS Personal Identification Card Issuance Procedures may be accessed at <https://usdos.sharepoint.com/sites/DS-in/C/ST/SSI/NSM/IDM/OneBadge/SitePages/OneBadge.aspx>

ANNEX 2: CONTEXT

Nearly 1 million people in the South Caucasus (Georgia, Armenia, and Azerbaijan) continue to live in protracted situations of displacement caused by decades-long, unresolved conflicts and political turmoil. UNHCR July 2020 data¹⁰⁶ show that Armenia continues to host more than 19,000 persons of concern (PoCs) consisting of 961 stateless people, 3,412 asylum-seekers and refugees, and 14,730 Syrian-Armenians living in a refugee-like situation. As of November 17, 2020, spontaneous refugee arrivals from Nagorno Karabakh into Armenia had reached 81,000 individuals since September 27, 2020.¹⁰⁷ In Azerbaijan, based on January 2020 Government data, there are 652,326 IDPs. As of September 2020,¹⁰⁸ there were 1,142 refugees 809 asylum seekers, and 3,585 stateless people in the country. Georgia hosts around 289,850 PoCs, the majority of whom are IDPs, and more than 1,200 people have applied for asylum. The number of stateless persons in the region continues to grow, although from a very small base.¹⁰⁹

The longstanding tension between Georgia and Russia continues over the Russian-occupied territories of South Ossetia and Abkhazia. No long-lasting resolution is in sight for the conflict between Armenia and Azerbaijan over Nagorno Karabakh; escalation of violence can easily flare up along the Line of Contact (LoC), and, in fact, flared up again on September 27, 2020, during the time of this evaluation. Increased security measures, unpredictable closures of crossing points, and other restrictions placed on the administrative boundary line (ABL) between Georgia and the breakaway regions of Abkhazia and South Ossetia limit freedom of movement, including safe and dignified returns, visits with family and friends, and access to critical social services and economic opportunities. The COVID-19 pandemic has exacerbated the situation.

¹⁰⁶ UNHCR Armenia Fact Sheet, July 2020.

¹⁰⁷ <https://reliefweb.int/report/armenia/armenia-overview-displaced-arrivals-source-migration-service-17-november-2020>.

¹⁰⁸ UNHCR Azerbaijan Fact Sheet, September 2020.

¹⁰⁹ UNHCR Global Focus 2019 End-Year Report: <https://reporting.unhcr.org/sites/default/files/pdfsummaries/GR2019-EasternEurope-eng.pdf>.

ANNEX 3: PROGRAM PARTNERS

PRM's South Caucasus program has five **NGO partners**, including World Vision (WV, with recent PRM-funded programming in both Georgia and Armenia), Danish Refugee Council (DRC), Save the Children (STC), Arbeiter Samariter Bund (ASB), and American Bar Association Fund for Justice and Education Rule of Law Initiative (ABA-ROLI). PRM partnered with Georgia Committee on Relief (GEOCOR) and Social Development Public Union Azerbaijan (UMID) at the start of the period covered by this evaluation, but not in the last three years. Most of these partner organizations have had a longstanding and well-established presence in the region since the 1990s. Their various local NGO project partners included organizations such as the Gandhi Foundation Abkhazia, IDP Women Association Consent, Charity Humanitarian Abkhazeti, the Consortium Legal Aid Georgia (LAG), Syrian Armenian Union, and others.

PRM partnered with **UN Women (UN WOMEN)** on two projects in Georgia. UN WOMEN has been in Georgia since 2001 and their local partners included Association of Women of Abkhazia covering West Abkhazia, Women's Fund for Development (formerly known as Avangard) covering East Abkhazia, Cultural Humanitarian Fund Sukhumi, and IDP Women Association Consent. Many of these organizations have been founded by IDP women.

In Georgia, UNHCR's¹¹⁰ local and international partners include Rights Georgia;¹¹¹ WV; Public Defenders Office (PDO) of Georgia; Georgian Ministry of Internally Displaced Persons, Health, Labor, and Social Affairs; Division of International Protection Issues of the Migration Department of the Ministry of Internal Affairs (DIPI); Action Against Hunger (AAH); and DRC. Similarly, **in Azerbaijan, UNCHR** works with other UN agencies and international organizations and several government structures, such as the Cabinet of Ministers Office; the State Migration Service (SMS); the State Committee for Affairs of Refugees and IDPs; the Ministry of Labor and Social Protection of the Population; the Ministry of Education; and the State Committee on Family, Women, and Children Affairs. **In Armenia, UNHCR** works closely with various stakeholders, including Migration Service, Human Rights Defender's Office, PDO, line ministries, the judiciary, Parliament, the police, municipalities, international organizations, and a variety of diaspora-based organizations and CSOs, media, and academia.

ICRC has been working in Armenia and Azerbaijan in relation to the Nagorno Karabakh conflict and maintains a presence in Abkhazia, Georgia proper, and South Ossetia. ICRC supports the National Societies (Georgian Red Cross, Armenian Red Cross, and Red Crescent Society of Azerbaijan) and cooperates with International Federation of the Red Cross (IFRC) in the region. It coordinates and engages with other international organizations and government officials, including armed forces (international humanitarian law training) and de facto authorities in Abkhazia and South Ossetia, local academia and students, and media.

IOM (now IOM – UN Migration) is another important international organization partner of PRM and United States Government (USG) in the region. IOM has been present in Georgia since 1993. In Armenia, IOM opened in 1993 and in Azerbaijan in 1996. IOM works with various international organization and NGO partners, local and central government stakeholders, health care providers, the police, customs, border guards, academia, diaspora, and media in all three countries.

UNHCR, IOM, and ICRC are the largest key partners of PRM in the South Caucasus and the majority of the PRM funding for the region is programmed through contributions to those international organizations (particularly UNHCR and ICRC), which support the fulfillment of PRM's core mission. UNHCR and ICRC are both critical to the USG's international protection efforts, given their mandates. All three organizations have been in the region since 1990s. UNHCR, IOM, and UN WOMEN are members of the United Nations

¹¹⁰ PRM relies heavily on UNHCR and work together closely to align UNHCR's strategic directions, priorities and comprehensive refugee response framework and PRM's FBS to increase the effectiveness of the operational delivery.

¹¹¹ Human rights NGO established in 1997 providing free legal consultations and legal aid to vulnerable groups, including prisoners, women, IDPs, conflict-affected populations and victims of discrimination: <http://www.rights.ge>

Country Teams (UNCT) and active members of the Inter-Agency Standing Committee (IASC) working on systemwide standards and strategic and policy decisions on humanitarian action.

ANNEX 4: WORK PLAN AND EVALUATION METHODOLOGY

This annex details the evaluation approach and methodology in accordance with the submitted work plan and sets the parameters and criteria for the evaluation. [NOTE: The original work plan presented here had to be adjusted due to COVID-19 constraints].

Summary of Evaluation Phases

	Phase I: Inception & Desk Review	Phase II: Data Collection	Phase III: Data Analysis & Reporting
Activities	<ul style="list-style-type: none"> PRM Kick-Off Evaluation design & schedule/work plan Evaluation tools Desk Review Initial consultations with partners & interview schedule 	<ul style="list-style-type: none"> Data collection Interviews Virtual (Webex) oral briefing of preliminary findings to PRM and partners 	<ul style="list-style-type: none"> Data analysis Draft report Final report PRM out-brief
Methods	<ul style="list-style-type: none"> Document review Online research 	<ul style="list-style-type: none"> Semi-structured KIIs with stakeholders & beneficiaries by zoom, Webex and phone 	<ul style="list-style-type: none"> Triangulation of data with desk review Qualitative data analysis (KIIs, beneficiary interviews, online surveys) Quantitative data analysis (program performance data, online surveys, mini-surveys embedded in the KIIs)
Tools	<ul style="list-style-type: none"> PRM & program documents Independent research on policy, strategy, best practices and reports 	<ul style="list-style-type: none"> KII guide (Annex 5) GD Guide (Annex) Online survey guides (Annex 5) 	<ul style="list-style-type: none"> Qualitative analysis—document review matrix (excel), key words, reported frequency, etc.
Other Annexes	<ul style="list-style-type: none"> PRM FSB Goals and Objectives Analysis (Annex 8) Project Performance Analysis (Annex 6) 	<ul style="list-style-type: none"> List of Respondents (Annex 9) 	

EVALUATION ETHICS

In accordance with the SOW, all evaluation team members uphold ethical standards. The evaluation team will obtain informed consent from participants where relevant. Confidentiality and privacy rights are guaranteed under ME&A's policies and procedures, in conjunction with gender sensitivity and cultural sensitivity.

EVALUATION TEAM

The team leader, Annika Caldwell, will serve as the chief point of contact with PRM and will provide direct technical oversight for all components of the evaluation. She will report directly to ME&A's Vice President of Evaluation, Ms. Mirela McDonald, serving as the project manager for this evaluation. The team leader will be responsible for (1) coordination and management of the evaluation process; (2) preparation of the work plan and evaluation design; (3) presentation of key findings, conclusions, and recommendations during the debriefing session; (4) preparation and submission of the draft and final reports; and (5) content and quality of all deliverables. The team leader will ensure that the team works together as a unit and that the data collected will cover all the questions asked in the SOW.

The Team Members

Senior-Level Subject Matter Expert: Dr. Konstantine Peradze is a Georgian regional specialist and a subject matter expert on IDP and refugee issues in the South Caucasus. He will be conducting high-level KIs requiring local languages. He will engage with local community coordinators, activists, and beneficiaries to facilitate data collection. Dr. Peradze will also support the preparation of deliverables and presentation of key findings and recommendations during the briefings.

Project Manager: Mirela McDonald will provide overall supervision of the evaluation and ensure quality control. She will maintain close communication with the COR throughout the evaluation to ensure that the evaluation is proceeding smoothly and effectively. She will maintain regular contact with the evaluation team leader on a weekly basis. She will review the draft and final reports to ensure that they are of the highest professional quality after they have been edited by the ME&A editor and will participate in the final presentation.

Project Coordinator: Alexander Dow will assist with onboarding and mobilizing team members, organizing and coordinating all contract deliverables, and coordinating all fieldwork logistics and communications.

Evaluation Specialist: Chris Coffman will assist the team with document review; development of the evaluation design and data collection instruments; drafting of deliverables; and qualitative and quantitative data coding, cleaning, and analysis.

IRMS staff will support the data collection in Georgia, Armenia, and Azerbaijan and technical analysis of the information collected.

Members will help the team leader prepare the deliverables and manage the evaluation. They will contribute to the successful completion of assigned tasks in the implementation of the evaluation methodology and the collection, triangulation, and analysis of the data resulting from the evaluation process. They will advise the team leader in matters relating to their individual areas of expertise and provide input and substance to the preparation of the evaluation deliverables, including the work plan, the draft evaluation report, the debriefs, and the final evaluation report.

SCOPE OF EVALUATION

The SOW provided guidance on the scope of the evaluation.

This evaluation will examine the effectiveness of PRM-funded programs and activities in the Caucasus from FY 2015 to the present. The evaluation's four objectives are to examine and evaluate (1) the qualities of successful programs providing humanitarian assistance and promoting interim and durable solutions to address the most critical humanitarian needs for the most vulnerable people, (2) the effectiveness of PRM's pilot approach to funding; (3) whether PRM-funded partners appropriately assessed gaps in government humanitarian assistance; and (4) best practices implementing strategies of responsible disengagement in protracted situations to minimize disruption to services and maximize refugee/IDP self-sufficiency.

The primary audience for the evaluation is PRM. The evaluation results will help guide PRM's future programmatic and diplomatic decision making in other protracted refugee/IDP situations to provide the most effective humanitarian assistance for the most vulnerable persons of concern while promoting interim and durable solutions and to ensure responsible transition and withdrawal from programmatic activities in protracted conflict situations.

EVALUATION DESIGN

To meet the evaluation's purpose and objectives, the evaluation will answer the following four evaluation questions (EQs) proposed by PRM in the evaluation SOW, which fall under four evaluation themes: (1) humanitarian assistance and protection, (2) interim and durable solutions, (3) beneficiary feedback, and (4) PRM Functional Bureau Strategy (FBS).

Theme: Humanitarian assistance and protection

EQ 1: To what extent have PRM-funded programs met the humanitarian needs of refugees and IDPs in Georgia and elsewhere in the Caucasus

- e. Did humanitarian assistance programs target and reach those most vulnerable?
- f. Did humanitarian assistance achieve PRM's strategic goal to save lives, ease suffering and promote human dignity?
- g. How well have PRM notices of funding opportunities addressed gaps in humanitarian assistance?
- h. Have there been any unintended consequences?

Theme: Interim and durable solutions

EQ 2: To what extent did PRM-funded programs provide durable and interim solutions for refugees and IDPs in Georgia and the Caucasus?

- d. Which programs were most successful and why?
- e. In what way did PRM-funded programs support a measured and responsible disengagement of PRM funding?
- f. The evaluation should provide concrete and actionable recommendations on how PRM and its stakeholders should handle the transition from PRM support.

Theme: Beneficiary feedback

EQ 3: To what extent were refugees and IDPs satisfied with the quality of services received?

Theme: PRM Functional Bureau Strategy

EQ 4: How well have PRM-supported activities in the region supported the Bureau's FBS?

The evaluation team will employ mixed methods to ensure rigorous collection of both qualitative and quantitative data to answer the EQs and to generate the most useful information. Data will be collected from a variety of sources, including a desk review of materials, key informant interviews (KIIs), group discussions, online surveys, independent research, and case studies that will be collected using the most significant change (MSC) method. Objective analysis and triangulation of all the data collected will validate the findings and conclusions and inform the recommendations.

The evaluation team recognizes the burden evaluations can place on the partner organizations and will strive to work as efficiently as possible to minimize extra workload. The evaluation team will take measures to protect and prevent harm to the beneficiaries (IDPs, returnees, host communities, and refugees) participating in the evaluation. For example, evaluation reports or other deliverables will not attribute findings or quotes in any way that makes the source or participant identifiable. The evaluation team will work with the international organization and NGO partner organizations and project staff to coordinate access to the beneficiaries to ensure that the personal information of the IDPs and refugees will remain confidential.

All the data collection tools will be shared with PRM in advance to ensure that they meet the expected professional standards and are in line with the ethical requirements. The evaluation team will avoid collecting personally identifiable information (PII) whenever possible. Where it is necessary to collect PII, the information will be destroyed when it is no longer needed for data verification purposes.

The evaluation team will work in an inclusive, collaborative, and participatory manner through the three evaluation phases described below.

INCEPTION PHASE

During the Inception Phase, the evaluation team will begin to engage with the key PRM staff, such as the PRM Europe Team Leader in the Office of Assistance for Europe, Central Asia, and Americas (PRM/ECA), and PRM staff (Regional Political and Program Specialist) at the U.S. Embassy Tbilisi, to discuss and coordinate the evaluation to produce credible, evidence-based answers to the EQs.

The evaluation team held an initial kick-off meeting on July 31, 2020. The meeting was attended by the Contracting Officer's Representative (COR), James Martin, PRM staff in Washington DC and Georgia, evaluation team members, and the ME&A headquarters staff.

Based on the initial consultations during the evaluation kick-off meeting, it was confirmed that the evaluation focus would be on activities funded FY 2017–2019 (including projects closing 2020) with the emphasis on recommending best practices for how to transition programs and activities from an urgent humanitarian response to protracted situations where a development response may be more appropriate. Current activities implemented in Georgia and Armenia by NGO partners, such as World Vision (WV) and Arbeiter Samariter Bund (ASB), focus on providing sustainable solutions for integration and economic empowerment through livelihood opportunities for the IDPs and host communities as well. PRM is planning to phase out funding for NGOs in the Caucasus the near future.

The Inception Phase will consist of the following activities:

- **Conduct desk review:** With the support of PRM, the evaluation team will conduct a comprehensive desk review of all pertinent documents provided by PRM and the partners. Such documents include PRM Notice of Funding Opportunity (NOFO) announcements, PRM Policy and Program Review Committee (PPRC) Performance Reviews, PRM Funding Recommendations; PRM Notices of Award (NOA), international organizations and NGO proposal narratives and Performance Progress Reports (PPRs), PRM Monitoring Plan and Reports (MPRs), internal NGO project evaluations, and others. A preliminary list of documents is provided in Annex 1. As of August 13, the evaluation team has received over 150 documents and is expecting to receive additional ones. The evaluation team will also conduct extensive independent research. The desk review will inform the fieldwork and data collection in Georgia, including development of the plan and schedule for the KIIs, group discussions, and selection of and access to the beneficiaries in coordination with key partner organizations.
- **Engage key stakeholders:** The evaluation team will, in coordination with PRM, start the process of engaging the key stakeholders within PRM, funded international organizations and NGO partners, and local government counterparts. Such organizations and partners include, but are not limited to, UNHCR, United Nations – International Organization for Migration (UN-IOM), International Committee of the Red Cross (ICRC), United Nations Women (UN Women), ASB, Save the Children (STC), WV, Danish Refugee Council (DRC), Support to Social Development Public Union Azerbaijan (UMID) and others in Georgia, Armenia, and Azerbaijan. Due to the upcoming Parliamentary Elections in Georgia at the end of October 2020, coordinating and securing dates for KIIs with the Ministry of IDPs, Labor, Health, and Social Affairs of Georgia, Analytics Division, and the Office of the State Minister of Georgia for Reconciliation and Civic Equity will be the first priority. The work on scheduling and securing dates for these KIIs will take place simultaneously during the Desk Review. The actual KIIs (and group discussions) will take place after the Desk Review is completed and when the fieldwork phase is expected to start on September 28, 2020. A preliminary list of key evaluation stakeholders provided by PRM is included in Annex 4.

- **Develop evaluation design and evaluation instruments:** The desk review will feed the development of the evaluation instruments, including online survey questionnaires and interview guides for all the different participants (IDPs, refugees, international organization and NGO personnel, local government officials, and others). These draft evaluation tools will be shared and discussed with PRM for final approval and will be revised and adjusted based on the feedback received from them.
- **Develop the evaluation sampling frame:** Based on its desk review and stakeholder engagement, and snowball /chain-referral effect, the evaluation team will develop a comprehensive and representative sampling frame of organizations (international organizations, NGOs, including subgrantees), community groups, local government officials, community leaders, beneficiaries (individuals, groups, households, women, girls, youth, most vulnerable population) for the KIs and group discussions covering the 25 project sites in Georgia, Armenia, and Azerbaijan. In addition to IDPs and refugees, the sampling frame may also include members of the host communities and returnees based on the type of the projects funded, such as the “Economic Empowerment of IDPs and Host Communities in Georgia.” The evaluation team will make every attempt to also cover project sites in South Ossetia and Abkhazia.
- **Deliver Desk Review Report:** Within 52 days of the start of the contract (revised from 45 days 8/25/2020 with agreement of CO and COR), the evaluation team will submit to PRM a desk review report (not exceeding 15 pages) that will include findings from the PRM programs for the period 2015–present and will serve to update the workplan and data collection instruments.

DATA COLLECTION AND FIELDWORK

Following the Inception Phase, the evaluation team will embark on the field-based data collection work. The fieldwork will focus on Georgia. All work will be closely coordinated with PRM, partners and the U.S. Embassy in Tbilisi to ensure that referral pathways are established before interviewing, including identifying and contacting key stakeholders and beneficiaries, and before any firsthand contacts or observations of refugee or IDP settlements are conducted.

Below are the geographical areas where the evaluation may collect data, access and COVID-19-related limitations permitting. This list is subject to modification, however, and will be finalized after close consultations with PRM and IPs and after the completion of the Desk Review.

Georgia Proper

- Tbilisi and surrounding areas
- Samegrelo and Zemo Svaneti district, including Zugdidi town and surrounding settlements;
- Shida Kartli district – all 9 municipalities including Tserovani IDP settlement, towns and surrounding settlements of Gori, Kareli, Kaspi and Kahshuri
- Imereti, largest town Kutaisi, Tskaltubo, and Kopitnari
- Samtshke-Javakheti
- Kvemo Kartli, Gardanbani, Rustavi

Abkhazia: Gali area, Tkvarcheli, Sokhumi Ochamchire towns

Currently, access and travel to Abkhazia is limited to humanitarian professionals. The evaluation team will consult the partner organizations such as UN Women and ASB who are implementing projects in Abkhazia on how to gain access to the beneficiaries remotely. Our senior Georgian and regional evaluation specialists will also engage local community coordinators and activist network.

South Ossetia (no travel allowed – remotely): Tskhinvali, Akhlagori, Java towns

Similar to the situation with regards to the access and restrictions on Abkhazia, the evaluation team will consult local networks on how to conduct data collection in South Ossetia. The team is also limited in

terms of its ability to contact Georgian Relief Committee (GEOCOR) who has implemented PRM-funded projects in South Ossetia in the past. See Evaluation Limitations section regarding GEOCOR.

Azerbaijan: Absheron region, Sumgait city

Armenia: Yerevan Charentsavan, Darbnik and surrounding communities

According to the SOW, no travel is required to Azerbaijan, Armenia, and Russia/North Caucasus (Chechnya). The evaluation team plans to conduct all KIIs and group discussions with the beneficiaries in Armenia and Azerbaijan with the help of the local firm IRMS (IT, Research & Metadata Solutions), which maintains a network of local data collection coordinators and facilitators in both countries. If face-to-face, in-country data collection will not be possible due to COVID-19-related restrictions and border closures, IRMS will conduct the KIIs and GDs by phone. Areas to be covered will be determined based on project documents.

Data Collection Methods

Online Survey

An online survey will be administered to approximately 15–20 IO and NGO partners and their staff, including local partner organizations and subgrantees, such as the Charity Humanitarian Centre “Abkhazeti” and the Gandhi Foundation Abkhazia – Center for Peace and Non-Violence South Caucasus, Syrian Armenian Union NGO in Armenia, and NGO Association of Women of Abkhazia (AWA) to collect information designed to answer the EQs 1 and 2. The online survey will ask respondents a series of binary, categorical, and Likert-scale questions (with a possibility of limited open-ended questions) about their experiences and perceptions in effort to answer the EQs and the evaluation sub-questions such as the following: how well have PRM NOFOs addressed gaps in humanitarian assistance; to what extent have PRM-funded programs met the humanitarian needs of refugees and IDPs; did humanitarian assistance achieve PRM’s strategic goal to save lives, ease suffering, and promote human dignity; to what extent did PRM-funded programs provide durable and interim solutions for refugees in Georgia and the Caucasus; in what way did PRM-funded programs support a measured and responsible disengagement of PRM funding; and others. Examples of specific questions could include, but are not limited to: what type of services would be most critical if not covered by the programs; what did not work and why; what type of activities would provide durable solutions; at what point should the aid organizations disengage and transition from the activities; and how; did the programs address the most important needs; any feedback on the implementing partners and performance; and others.

Specific questions and data collection instruments will be developed after the Desk Review is completed and before the fieldwork takes place. All instruments will be shared with PRM for discussion and approval.

A similar online survey will be administered to approximately 10–15 local government counterparts but with focus on, for example, capturing any unintended consequences, which programs were most successful and why, any gaps or needs in programming identified that would have been useful in planning the transition, and recommendations on how PRM and its stakeholders should handle such transitions in other similar situations. All online survey respondents will also be given an option to contribute anonymously to encourage open and frank feedback and to protect confidentiality.

Based on our consultations with the partner organizations on the feasibility, including beneficiary access to internet and email, a short online survey can also be easily developed to support data collection to gain beneficiary feedback regarding the quality of the services received to answer EQ 3.

To ensure a high response rate, all online surveys will be designed to be short, simple, and easy to answer and will not take more than 10–15 minutes to complete. Surveys will be developed in English and translated into Georgian, Russian, Armenian, and Azeri, as needed.

Before launching the survey, the evaluation team will conduct a pilot survey to test its language and structure and make a final set of revisions, shortly after which the survey will go live. Personalized email invitations will be sent out, explaining the purpose of the survey, inviting participation, and providing a link to the survey. After sending out the initial announcement, we will follow up with personalized reminders to non-respondents during each week that the survey runs.

The survey will be administered by IRMS. For refugees and populations that will not be able to respond to the online survey, IRMS, which has Georgian, Armenian, Russian, and Azeri language capabilities, will follow up with a phone survey.

KIIs and Group Discussions

The KIIs will be the primary qualitative data collection method and, to the extent possible, will be conducted in person. However, when not possible, remote interviewing methods, such as phone, email, WhatsApp, Skype, Zoom, Webex, and Microsoft Teams, will be used. The evaluation team will anticipate conducting approximately up to 30 KIIs with international organization and NGO partners, including subgrantees and local partner/community organizations, local government officials in Georgia, Armenia and Azerbaijan. Up to 100 KIIs and 15 group discussions will be conducted with the beneficiaries (IDPs and refugees) covering the 26 projects in consultation with the implementing partners (IPs), subject to access and availability. If possible, the evaluation team aims to use the group discussions on the projects that are ongoing in Georgia and Armenia or on the projects involving women and girls and youth, such as the UN Women and WV projects implemented in the past in Georgia. Some projects, due to their sensitive nature, such as those dealing with GBV), will have to be carefully coordinated with the IPs to determine the best method for data collection and evaluation.

The majority of the KIIs and group discussions will take place in Georgia. The fieldwork and data collection are envisioned to take place between the end of September and the first two weeks of October 2020 (Annex 3 – Gantt chart). The team leader will focus on KIIs with the international organization and NGO country representatives, PRM staff, and government officials in-country in Georgia unless travel continues to be unfeasible due to the COVID-19-related restrictions, in which case the interviews will be conducted remotely. The team leader will also cover similar-level interviews in Armenia and Azerbaijan remotely. The Senior-Level Evaluation Subject Matter Expert (SME) on South Caucasus, Dr. Peradze, will conduct the KIIs with the non-English-speaking local government officials and international organization and NGO staff. He will also support the beneficiary KIIs and group discussions as needed. IRMS staff will conduct group discussions with beneficiaries in Georgia, Armenia, and Azerbaijan.

Both KIIs and group discussions will be held in easily accessible locations where participants feel comfortable and safe. The KIIs will be conversational, in-depth, loosely semi-structured interviews with individuals or small groups (e.g., 2–3 individuals) based on the final sampling frame. Similarly, the group discussions with beneficiaries will be in-depth, semi-structured, moderated discussions. If in-person facilitation will not be possible due to access restrictions from COVID-19, the evaluation team will conduct them remotely using digital tools.

Simple KII guides and group discussion facilitation guides will be developed preparing a targeted list of key topics, items, and questions aimed to answering the EQs but at the same time allowing open and in-depth discussion to develop, probed by additional questions by the interviewers to allow potential new and unanticipated issues to emerge and be explored as well. Guides will be prepared for the various groups and participant categories, such as the IPs, PRM staff, beneficiaries, and local government officials. The guides will include both a set of standardized questions, which will allow the aggregation of information gathered across different participant categories, and a set of customized questions, which will allow the investigation of issues relevant to the specific participant category.

The final KII and group discussion participants will be selected using a combination of purposive and random sampling methods using the comprehensive and representative list of the sampling frame

developed during the Inception Phase in consultation with all the key stakeholders. In addition, the evaluation team will use the snowball sampling method to identify and interview evaluation participants who were not included in the original sampling frame.

As needed, and when appropriate, closed-ended mini-survey questionnaires will be embedded in the KII and group discussion guides. The mini-surveys will consist of binary, categorical, or scaled questions that allow for a quick quantitative aggregation and analysis of key findings from the KIIs and group discussions. Such mini-surveys can have, for example, the beneficiaries rate the quality of programs and services received (EQ 3).

All guides and other tools will be shared with PRM in advance, to ensure that the most useful information is collected within the time and resources provided. KIIs and group discussions will be recorded, with permission of the participants. Each evaluation team member will be responsible for taking interview notes and then writing up detailed summaries of those notes. In conducting the KIIs and group discussions, the evaluation team will follow standard protocols to protect respondent confidentiality and anonymity.

Most Significant Change

The MSC method consists of collecting stories of change from the recipients of assistance and partners that will be used to explain the change they have experienced from the programs implemented. This participatory method will supplement the qualitative data collected from the beneficiaries during KIIs, GDs, and online surveys. The stories will also help validate findings from data collected using the other methods. Stories from the selected beneficiaries will focus and contribute to answering EQ1 (sub-questions a, b, and d), EQ 2 (sub-question a), and EQ 3. These stories of “what’s different” can be then shared with stakeholders to learn what has been valuable or not.

Given access restrictions due to COVID-19, the evaluation team will attempt to capture the stories by asking the selected beneficiaries to provide their stories in writing, describing “what is different” based on activities funded by PRM. Alternatively, the stories can also be shared over the recorded calls. A standard form will be developed and provided to ensure that all the stories capture the necessary details. The form will include information about who collected the story and when the events occurred, description of the story itself (including who was involved, what happened, where, and when), and significance of the events to the storyteller. The evaluation team will consult PRM and partner field staff to identify beneficiaries who would be willing to participate to share what worked (why the activities generated a significant change in their lives) and/or did not work. The ET will aim to collect four to six stories/country.

The above methodology will be refined by the team during the Inception Phase based on consultations with PRM and other partners, factoring in the time required in conducting this technique. If the use of the methodology is approved by PRM, the evaluation team will collect stories of change following ethical guidelines, including informed consent of participants.

ANALYSIS AND REPORTING PHASE

The quantitative and qualitative data collected will be structured around the evaluation themes and EQs. The specific qualitative analytical methods to be used during this phase described below.

Data Analysis

The evaluation team will review all the data collected during the KIIs, group discussions, and online surveys. It will triangulate the data and responses to identify common themes across the broad and diverse sample of respondents. During the data analysis, the evaluation team will also look for any discrepancies and items to flag for follow-up questions.

EVALUATION MATRIX

This section outlines the four key EQs, provided in the SOW, in an evaluation matrix that summarizes the data sources, methods, and analysis, which are detailed in this Evaluation Design.

Deliverable Dates

Deliverable	Submission Date
Evaluation Work Plan (due 10 business days after kick-off call)	14 August 2020
Draft Desk Review Report (due 52 days after start of contract)	10 September 2020
Final Desk Review Report	1 October 2020
Progress Report (due 90 days after start of contract)	18 October 2020
Field Based Evaluation in Georgia	28 September – 17 October 2020
Draft Evaluation Report (at least 30 days before the completion date of the contract)	30 December 2020
Oral Presentation of the Report	Between 13 – 27 January 2021
Final Evaluation Report (including 2-page summary) and Georgian version of the Executive Summary	27 January 2021

ANNEX 5: INTERVIEW AND ONLINE SURVEY GUIDES

I. PROTOCOL AND INTERVIEW GUIDES

General Protocol

Participants will be introduced to the evaluators and evaluation by explaining its purpose and the key evaluation questions it intends to answer. Participants will be informed that the evaluators are independent contractors and are not in a position to speak on behalf of PRM regarding future funding decisions.

Interviewees will be informed that the interview will take approximately 30-60 minutes and they may ask questions at any time. Permission for any recording of the interviews will be requested prior to the start of the interviews. Interviewees will be informed that they have the right to terminate the interview at any time and the right not to answer any questions. Interviewees will be informed that nothing that they will say will be directly or indirectly attributed to them without permission. Interviewees will be given contact details of the evaluation team for any comments, feedback after the interview. Notes of the interviews will not be shared outside the evaluation team. Names of the interviewees (in the case of beneficiaries) will not be reported.

If and when possible, interview questions will be shared in advance by email (where and when appropriate) to allow participants to be prepared for the interviews.

Concluding and closing questions will be asked at the end of the interviews and discussions. Interviewees will be thanked for their participation. The participants will be reminded and encouraged to take the online survey as well.

II. SUGGESTED EVALUATION INTERVIEW QUESTIONS FOR KEY INFORMANT INTERVIEWS (KII) FOR UNHCR, ICRC, IOM, AND UN WOMEN

General interview protocol to be followed (Section I). Interviewers must ensure that interviewees understand that we are asking questions regarding PRM's contributions (FY 2015-2019) to UNHCR, ICRC, and IOM and activities implemented with the contributions.

NOTE: UN Women's two projects funded in Georgia fall under this interview guide.

The qualitative questions below will be supplemented with the mini-survey and online survey questions.

Interview Date: Interviewer:

Name(s): Title(s):

Organization: 1. UNHCR 2. ICRC 3. IOM 4. UN Women

Consent:

Are you willing to participate in this interview?

1. Yes
2. No

Is it ok to record this interview?

1. Yes
2. No

Theme: Humanitarian Assistance and Protection

1. What type of assistance has been provided and who has received the assistance provided?
2. What steps have you taken to ensure your activities are in line with local needs and priorities?
3. Has your organization included the affected population in the design, implementation and monitoring of the programming? If yes, how? If no, why not?
4. How do you ensure that the needs of the most vulnerable are prioritized and reached by the assistance?
5. In your opinion, is the government able to protect the most vulnerable and provide for the basic humanitarian needs of the persons of concern (refugees, IDPs, asylum seekers, stateless, returnees)? If yes, how is it accomplishing that? If no, why not?

Theme: Interim and Durable Solutions

1. What type of activities implemented by your organization were designed to contribute to the achievement of interim and durable solutions for the IDPs?
2. What types of programmatic activities implemented by your organization most successfully contributed to interim and durable solutions, and what made them successful?
3. What did not work, or worked less well?
4. How has your humanitarian/relief programming been linked with longer-term sustainable development initiatives carried out by your organization or others?
5. How has the local ownership, sustainability and continuation of activities been ensured?
6. In the case of activities you have concluded, and any other PRM supported activities you are familiar with that were implemented by other or partner organizations, what have been the factors contributing to successful handover and exit strategies?
7. In your opinion, has the government provided durable solutions to persons of concern? If yes, how? If no, why not?

Lessons Learned, Challenges, Best Practices, and Recommendations

1. What are the most significant accomplishments made possible with PRM support?
2. When you look back on the activities funded and implemented, what is the biggest lesson that you have learned from the activities implemented by your organization?
3. Are there any lessons learned from other PRM supported activities that you are familiar with that were implemented by other or partner organizations?
4. Are there any examples of innovative best practices that you would like to share and see implemented in similar situations of protracted crisis and displacement that would contribute to achieving durable solutions for IDPs?
5. Looking back with the knowledge you have now, what would you do differently?
6. Are there any unintended positive or negative consequences to the affected population that you have discovered during implementation of the activities that you would like to share?
7. What were the biggest challenges? What could have been done to overcome the challenges?
8. In your opinion, what does a successful donor disengagement strategy in protracted situations look like?

9. What, if any, changes could be made to improve PRM's support? Do you have any recommendations for PRM to help guide its future programming decisions and humanitarian diplomacy efforts, both in the South Caucasus and elsewhere?

10. Do you have any other feedback for PRM?

11. Are there any questions that you were expecting which I have not asked?

NOTE: In addition to the qualitative data collection questions, the quick mini-surveys below will be coded and are intended to collect quantitative data to support answering the evaluation questions and sub-questions, and to allow quick aggregation and analysis of the key findings from the interviews.

Mini-Survey:

In your opinion, overall, did the PRM supported activities achieve their purpose and goals (effectiveness)?

1. Yes
2. No

In your opinion, do you feel PRM has consulted partners in its policy and funding decisions?

1. Yes
2. No

In your opinion, did the PRM-supported activities help achieve interim or durable solutions for IDPs and refugees through local integration and increased self-reliance (social and economic ability to meet basic needs)?

1. Yes
2. No

In your opinion, did the PRM-supported activities support responsible disengagement and transition from PRM's support?

1. Yes >> If yes, elaborate how
2. No >> if no, elaborate why not

In your opinion, did the PRM-supported assistance target the most vulnerable?

1. Yes
2. No

Were PRM funding priorities aligned with needs?

1. Yes
2. No

In your opinion, rate the government's ability to provide durable solutions for the persons of concern:

- a. Very good
- b. Good
- c. Fair
- d. Poor
- e. Do not know

In your opinion, rate the government's ability to provide humanitarian assistance and protect the persons of concern:

- a. Very good
- b. Good
- c. Fair

- d. Poor
- e. Do not know

III. ONLINE SURVEY – UNHCR, ICRC, IOM, UN WOMEN, AND NGOS

NOTE: The online surveys are intended to supplement the qualitative interviews and collect quantitative data to ensure that we answer the evaluation questions, including the various sub-questions. The online survey can also be administered to partners that we might not be able to speak with over the phone or fit into the interview schedule. Given the challenging circumstances we are facing with the interviews due to COVID-19, the online surveys will help the evaluation team to maximize data collection opportunities. The online survey questions will also help to triangulate and validate data from the KIIs and collect data to answer all the key and sub-questions.

The following message will be included in the survey together with a link to the survey. The survey will be sent out after the KIIs have taken place and will be included in the thank you note to KII participants thanking them for supporting the evaluation by agreeing to be interviewed.

Dear xx:

Thank you again for taking the time and agreeing to be interviewed to support the evaluation. As mentioned during the interview we would appreciate if you could participate in a quick online survey as well which will enable us to collect comprehensive data for the evaluation.

The purpose of this short online survey is to supplement the data collected during the key informant interviews to assess to what extent: 1) PRM-funded programs have met the humanitarian needs of refugees and IDPs, 2) PRM-funded programs provided durable and interim solutions for refugees and IDPs, and 3) the IDPs and refugees are satisfied with the quality of services provided.

At the beginning of the survey you have the option to provide the name of your organization (drop down menu), however, you can also choose to participate anonymously. The survey will take approximately 10-15 minutes “clicking the answers,” and comment boxes have been incorporated after each question to allow you to provide any additional information. We encourage open and frank feedback.

We greatly appreciate your participation in this survey.

Thank you

Please choose (dropdown menu – list of organizations) which organization you belong to:

Theme: Humanitarian Assistance and Protection

I. In your opinion, has the PRM-supported assistance in the country of your operations:

- a. Saved lives?
 - i. Yes. If yes, how?
 - ii. No. If no, why not?
 - iii. Do not know
- b. Eased suffering?
 - i. Yes. If yes, how?
 - ii. No. If no, why not?
 - iii. Do not know
- c. Improved IDPs and/or refugees self-reliance?
 - i. Yes. If yes, how?
 - ii. No. If no, why not?

- iii. Do not know
 - d. Promoted the human-dignity of the beneficiaries (listening to and being respectful of their needs and concerns)?
 - i. Yes. If yes, how?
 - ii. No. If no, why not?
 - iii. Do not know
 - e. Met the needs of the IDPs and/or refugees and other conflict-affected populations?
 - i. Yes. If yes, what were the factors that successfully meeting the needs?
 - ii. No. If no, why?
 - iii. Do not know
 - f. Protected the most vulnerable?
 - i. Yes. If yes, how?
 - ii. No. If no, why not?
 - iii. Do not know
2. Did the PRM notices of funding opportunities address gaps in humanitarian assistance in the country of your operations?
 - a. Yes. If yes, how?
 - b. No. If no, why not?
 - c. Do not know
 3. How would you rate PRM's humanitarian diplomacy and advocacy efforts for the protection of vulnerable populations in the country of your operations?
 - a. Very effective
 - b. Somewhat effective
 - c. Neither effective nor ineffective
 - d. Somewhat ineffective
 - e. Very ineffective
 - f. Do not know
 4. In your opinion, has PRM contributed to meeting the international standards of humanitarian assistance in the country of your operation?
 - a. Yes. If yes, how?
 - b. No. If no, why not?
 - c. Do not know
 5. In your opinion, has PRM highlighted gender-based violence programming as a life-saving priority through increased coordination and service provision in the country of your operations?
 - a. Yes. If yes, how?
 - b. No. If no, why not?
 - c. Do not know

Theme: Interim and Durable Solutions

- I. In your opinion, did the PRM-supported programs in the country of your operations:
 - a. Provide interim and durable solutions?
 - i. Yes. If yes, what type of solutions were provided?
 - ii. No. If no, why not?
 - iii. Do not know

- b. Support or complement the Government's humanitarian and integration efforts?
 - i. Yes. If yes, how?
 - ii. No. If no, why not?
 - iii. Do not know
 - c. Coordinate with central and local government agencies?
 - i. Yes. If yes, how?
 - ii. No, If no, why not?
 - iii. Do not know
 - d. Coordinate with relevant partner organizations to ensure effective response to the identified needs?
 - i. Yes. If yes, how?
 - ii. No. If no, why not?
 - iii. Do now know
2. In your opinion, did PRM support the safe, dignified, sustainable and voluntary return of refugees, IDPs and the most vulnerable migrants?
- a. Yes. If yes, how?
 - b. No. If no, why not?
 - c. Do not know
3. In your opinion, rate how effectively have linkages between relief and development programming been established to achieve sustainable durable solutions?
- a. Very effectively
 - b. Somewhat effectively
 - c. Neither effectively nor ineffectively
 - d. Somewhat ineffectively
 - e. Very ineffectively
 - f. Do not know

Theme: Beneficiary Feedback

NOTE: please note that we will be collecting feedback directly from the beneficiaries, but in your opinion, please rate how satisfied the beneficiaries have been with the assistance and services provided:

- 1. Very satisfied
- 2. Somewhat satisfied
- 3. Neither satisfied nor dissatisfied
- 4. Somewhat dissatisfied
- 5. Very dissatisfied

Closing questions:

- I. Any other comments or feedback for PRM?

IV. SUGGESTED EVALUATION INTERVIEW QUESTIONS FOR KEY INFORMANT INTERVIEWS (KIIS) FOR INGOS AND THEIR LOCAL PARTNER ORGANIZATIONS

General interview protocol to be followed (Section I.). Interviewers must ensure that interviewees understand that we are asking questions regarding a specific project(s) funded by PRM during FY2015 - FY2019.

Interview Date:

Interviewer:

Name(s):

Title(s):

Organization:

1. World Vision, 2. Save the Children, 3. Danish Refugee Council, 4. ABA-ROLI, 5. ASB, 6. UMID

Local Partner Organization:

1. Association of Women of Abkhazia, 2. Women's Fund for Development, 3. Georgian Association of Social Workers, 4. Center for Strategic Research and Development of Georgia, 5. Syrian Armenian Union, 6. Cultural Humanitarian Fund Sukhumi, 7. IDP Women Association "Consent," 8. Charity Humanitarian Centre Abkhazeti.

Consent:

Are you willing to participate in this interview?

1. Yes
2. No

Is it ok to record this interview?

1. Yes
2. No

Theme: Humanitarian Assistance and Protection

1. What type of assistance has been provided and who has received the assistance provided?
2. What steps have you taken to ensure your activities are in line with local needs and priorities? If so, how? If none, why not?
3. Has your organization included the affected population in the design, implementation, and monitoring of the programming? If yes, how? If no, why not?
4. How do you attempt to ensure that the needs of the most vulnerable are prioritized and reached by the assistance? Do you have vulnerability criteria when you select beneficiaries?
5. In your opinion, is the government able to protect the most vulnerable and provide for the basic humanitarian needs of the persons of concern (refugees, IDPs, asylum seekers, stateless, returnees)? If yes, how? If no, why not?
6. Save the Children specific question: Are the developed GBV protocols still implemented and are the new state employees still required to familiarize themselves with the protocols?
7. ASB specific questions: Is the 24-hour shelter "house without borders" for elderly still active and funded? Are the other Social Enterprises (SEs) still operating? If so, are they self-supporting either through local government or other non-PRM sources?

Theme: Interim and Durable Solutions

1. What type of activities implemented were intended to contribute to the achievement of interim and durable solutions for the IDPs?
2. What type of programmatic activities were most successful contributing to interim and durable solutions, and what made them successful?
3. What did not work, or worked less well?
4. How has the humanitarian/relief programming been linked with longer-term sustainable development initiatives carried out by your organizations or others?
5. How has the local ownership, sustainability, and continuation of activities been ensured?
6. In the case of projects being transitioned to management by local entities, what have been the factors contributing to successful handover and exit strategies?
7. In your opinion, has the government provided durable solutions to persons of concern? If yes, how? If no, why not?

Closing Questions, Lessons Learned, Challenges, Best Practices, and Recommendations

1. What are the most significant accomplishments made possible with PRM support?
2. When you look back on the activities funded and implemented, what is the biggest lesson that you have learned?
3. Are there any examples of innovative best practices that you would like to share and see implemented in similar situations of protracted crisis and displacement that would contribute to achieving durable solutions for IDPs?
4. Looking back with the knowledge you have now, what would you do differently?
5. Are there any unintended positive or negative consequences to the affected population that you have discovered during implementation of the activities that you would like to share?
6. What were the biggest challenges? What could have been done to overcome the challenges?
7. In your opinion, what does a successful donor disengagement strategy in protracted situations look like?
8. What, if any, changes could be made to improve PRM's support? Do you have any recommendations for PRM to help guide its future programming decisions and humanitarian diplomacy efforts?
9. Do you have any other feedback for PRM?
10. Are there any questions that you were expecting which I have not asked?

NOTE: In addition to the qualitative data collection questions, the quick mini-surveys below will be coded and are intended to collect quantitative data to support answering the evaluation questions and sub-questions; and to allow quick aggregation and analysis of the key findings from the interviews.

Mini-Survey:

In your opinion, overall, did the projects achieve their purpose and goals (effectiveness)?

1. Yes
2. No

In your opinion, do you feel PRM has consulted partners in its policy and funding decisions?

1. Yes
2. No

In your opinion, did the projects help achieve interim or durable solutions for IDPs and refugees through local integration and increased self-reliance?

1. Yes
2. No

In your opinion, did the projects support responsible disengagement and transition from PRM's support?

1. Yes. If yes, elaborate how.
2. No

In your opinion, did the assistance target the most vulnerable?

1. Yes
2. No

Were PRM funding priorities aligned with needs?

1. Yes
2. No

In your opinion, rate the government's ability to provide durable solutions for persons of concern:

- a. Very good
- b. Good
- c. Fair
- d. Poor
- e. Do not know

In your opinion, rate the government's ability to provide humanitarian assistance and protect the persons of concern:

- a. Very good
- b. Good
- c. Fair
- d. Poor
- e. Do not know

V. SUGGESTED EVALUATION INTERVIEW QUESTIONS FOR KEY INFORMANT INTERVIEWS (KIIS) FOR GOVERNMENT AGENCIES

General interview protocol to be followed (outlined in the Section I). Interviewer should be prepared to provide examples of PRM funded program activities (FY 2015-FY 2019) depending on the level of involvement.

Interview Date:

Interviewer:

Name(s):

Title(s):

Agency:

Consent:

Are you willing to participate in this interview?

1. Yes
2. No

Is it ok to record this interview?

1. Yes
 2. No
-

General Questions:

1. What have been the most important developments, challenges, and accomplishments in IDP/refugee integration and provision of durable solutions during the past five years from the perspective of the government? Probing question: Is the government able to continue to support the achievement of durable solutions (integration, housing, livelihoods, access to services)?
2. How has the government strategy on provision of durable solutions to most vulnerable IDPs in Georgia worked since the 2018 closure of the Ministry of Refugees. Are there any challenges and lessons learned from this process, and, if so, do you have any recommendations on how they could be mitigated in similar situations?
3. In your opinion, have the PRM-funded non-governmental organization, UNHCR, IOM, and ICRC projects helped the government of Georgia in this transition? If so, how?
4. In the case of projects started with PRM funding but now being transitioned to local control, how smooth has the transition been? Have you been able to maintain the same level of services? What challenges have there been?
5. In your opinion, is the government able to protect the most vulnerable and provide for the basic humanitarian needs of the persons of concern (refugees, IDPs, asylum seekers, stateless, returnees)? If yes, how? If no, why not?
6. Can you think of any unintended consequences (positive or negative) as a result of PRM funded projects?
7. Do you have any recommendations for PRM to help guide its future programming decisions and humanitarian diplomacy efforts in similar situations of protracted displacement?
8. Looking back, what is the biggest lesson that you have learned by working with donors such as PRM?

9. Do you have any feedback for the international organizations and non-governmental organizations?

10. Do you have any other feedback for PRM?

Mini-Survey:

In your opinion, have the PRM-supported activities achieved their purposes?

- a. Yes
- b. No
- c. Do not know

In your opinion, did the projects help achieve durable solutions for IDPs and refugees?

- 1. Yes
- 2. No
- 3. Do not know

In your opinion, did the assistance:

- 1. Save lives? Yes or No
- 2. Ease Suffering? Yes or No
- 3. Improve IDP self-reliance (social and economic ability to meet basic needs)? Yes or No

In your opinion, rate the effectiveness of the PRM-funded projects:

- 1. Very effective
- 2. Somewhat effective
- 3. Neither effective nor ineffective
- 4. Somewhat ineffective
- 5. Very ineffective
- 6. Do not know

VI. ONLINE SURVEY – GOVERNMENT AGENCIES

The following message will be included in the survey together with a link to the survey. The survey will be sent out after the KIIs have taken place and will be included in the thank you note to KII participants thanking them for supporting the evaluation by agreeing to be interviewed.

Dear xx:

Thank you again for taking the time and agreeing to be interviewed to support the evaluation. As mentioned during the interview, we would appreciate it if you could participate in a quick online survey as well which will enable us to collect comprehensive data for the evaluation.

The purpose of this short online survey is to supplement the data collected during the key informant interviews to assess to what extent: 1) PRM-funded programs have met the humanitarian needs of refugees and IDPs, 2) PRM-funded programs provided durable and interim solutions for refugees and IDPs, and 3) the IDPs and refugees are satisfied with the quality of services provided.

At the beginning of the survey you have an option to provide the name of your government agency (drop down menu); however, you can also choose to contribute anonymously. The survey will take approximately 10-15 minutes “clicking the answers,” and comment boxes have been incorporated after each question to allow you to provide any additional information. We encourage open and frank feedback.

We greatly appreciate your participation in this survey.

Thank you

Questions:

1. In your opinion, were the PRM-supported activities coordinated effectively with the local and central government agencies?
 - a. Yes
 - b. No
 - c. Do not know
2. Did the international organization and non-governmental organization projects funded by PRM cover most critical gaps not covered by the assistance and services provided by the government?
 - a. Yes
 - b. No
 - c. Do not know
3. Did the PRM-funded activities support or complement the government’s humanitarian and integration efforts?
 - a. Yes. If yes, how?
 - b. No. If no, why not?
 - c. Do not know
4. In your opinion, do you feel you were consulted and respected as a government agency?
 - a. Yes
 - b. No

5. In your opinion, rate the effectiveness of the PRM-supported projects:
 - a. Very effective
 - b. Somewhat effective
 - c. Neither effective nor ineffective
 - d. Somewhat ineffective
 - e. Very ineffective
 - f. Do not know
6. Is the government able to continue to provide durable services (integration, livelihoods support, housing, access to services) for the persons of concern (refugees, IDPs, asylum seekers, stateless, returnees)?
 - a. Yes. If yes, how?
 - b. No. If no, why not?
 - c. Do not know
7. Is the government able to protect the most vulnerable and provide for the basic humanitarian needs of the persons of concern (refugees, IDPs, asylum seekers, stateless, returnees)?
 - a. Yes. If yes, how?
 - b. No. If no, why not?

Closing questions:

Any other comments or feedback?

VII. SUGGESTED EVALUATION INTERVIEW QUESTIONS FOR INDIVIDUAL BENEFICIARIES (IDPS, REFUGEES)

General interview protocol to be followed (Section I). Interviewers should also explain that not all of the questions may be applicable and if so, no answer is expected.

NOTE: given that various organizations have worked with these communities, interviewers must ensure that participants understand that we are asking questions regarding a specific project implemented by a specific organization. The interviewer must clearly explain the purpose of the evaluation and the interview to avoid adding to the frustrations of the beneficiaries who have already expressed interview fatigue caused by many agencies visiting the settlements to conduct assessments but allegedly never coming back to provide tangible support or feedback regarding solutions. The interviewers must carefully manage expectations and avoid creating false hopes about future funding or assistance.

Interview Date:

Interviewer:

Gender: 1. Female 2. Male

Youth (15 – 24): 1. Yes 2. No

Location:

IDP 1. Refugee 2. Host Community 3.

Implementing partner:

1. World Vision, 2. Save the Children, 3. Danish Refugee Council, 4. ABA-ROLI, 5. ASB, 6. UMID

Consent:

Are you willing to participate in this interview?

- 1. Yes
- 2. No

Is it ok to record this interview?

- 1. Yes
- 2. No

Theme: Humanitarian Assistance and Protection

Regarding the (name) project implemented by (name of NGO):

1. In your opinion, who has benefited the most from provided services and assistance?
2. In your opinion, did the assistance:
 - a. Save lives? Yes or No
 - b. Ease suffering? Yes or No
 - c. Improve your ability to meet basic needs? Yes or No
 - d. Did you feel you were respected and listened to? Yes or No
3. What type of assistance would have been more critical if it was not covered by the project?
4. Were you consulted in determining what the most important needs were, and if so, how were you consulted?
5. In your opinion, were the assistance and services provided in a timely and consistent manner?
 - a. Yes, in a timely manner
 - b. No, there were delays. If so, do you know what caused the delays?

6. In your opinion, do you feel that you now have better access to:
 - a. Legal assistance and documentation?
 - i. Yes
 - ii. No
 - b. Protection from violence?
 - i. Yes
 - ii. No
 - c. Basic necessities?
 - i. Yes
 - ii. No
7. In your opinion, do you feel that you have better understanding of your rights, such as civil and political rights, right to freedom of movement, economic, social and cultural rights, right to education and health, legal assistance, and documentation?
 - a. Yes
 - b. No

Theme: Interim and Durable Solutions

- I. In your opinion, do you feel that you now have better access to:
 - a. Livelihoods?
 - i. Yes. If yes, what type of livelihoods?
 - ii. No
 - b. Health services?
 - i. Yes
 - ii. No
 - c. Education, including training and capacity building?
 - i. Yes. If yes, what type of training and/or capacity building?
 - ii. No
 - d. Housing and property (including property restitution)?
 - i. Yes
 - ii. No
 - e. Public services?
 - i. Yes
 - ii. No
2. In your opinion, do you feel that the assistance provided has helped your local integration within the community and your current location?
 - a. Yes
 - b. No
3. In your opinion, what type of assistance would provide long-lasting solutions to improve your situation?

Theme: Beneficiary Feedback

- I. In your opinion, did the project address the most important needs?
 - a. Strongly agree
 - b. Agree

- c. Neither agree nor disagree
 - d. Disagree
 - e. Strongly disagree
2. Please rate how satisfied you are with the quality of services you received
- a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Somewhat dissatisfied
 - e. Very dissatisfied
3. Overall, are you happy with the assistance provided?
- 1. Yes
 - 2. No
4. Do you have any (anonymous) feedback for the organization(s) that provided the assistance?
5. In your opinion, at which point is it acceptable for the aid organizations to disengage and transition from the activities, and how?
6. What was the best part about the project?
7. What type of assistance has been most useful to you and who provided it?
8. Do you have any (anonymous) feedback for the government officials?
9. Do you have any other feedback?

VIII. ONLINE SURVEY – BENEFICIARIES

The survey will be sent to selected beneficiaries in coordination with the implementing partners. Selected participants will not be interviewed and hence some of the questions below will be the same as the ones used for the interviews over the phone or in person. Below is a suggested introductory message for the emails.

Dear xxx:

We are asking you to participate in a short online survey to support the evaluation of the (name of the project) implemented by xxx.

The purpose of the online survey is to gain your feedback on the services and assistance provided.

The survey will take approximately 10-15 minutes “clicking the answers,” and comment boxes have been incorporated after each question to allow you to provide additional information and feedback as needed. Some of the questions might not be applicable in your situation and you can skip those as needed.

We will not save or publish any of your personal information and you have an option to contribute anonymously. We encourage open and frank feedback.

We greatly appreciate your participation in this survey.

Thank you

At the beginning of the survey dropdown menu options are provided for location, gender, if the participant is an IDP, etc. no names will be collected.

Theme: Humanitarian Assistance and Protection

Regarding the (name of the) project implemented by (name of NGO):

1. In your opinion, who has benefited the most from provided services and assistance?
2. In your opinion, did the assistance:
 - a. Save lives? Yes or No
 - b. Ease suffering? Yes or No
 - c. Improve your ability to meet basic needs? Yes or No
 - d. Make you feel you were respected and listened to? Yes or No
3. What type of assistance would have been more critical if it was not covered by the project?
4. Were you consulted in determining what the most important needs were and, if so, how were you consulted?
5. In your opinion, were the assistance and services provided in a timely and consistent manner?
 - a. Yes, in a timely manner
 - b. No, there were delays. If so, do you know what caused the delays?
6. In your opinion, do you feel that you now have better access to:
 - a. Legal assistance and documentation?
 - i. Yes
 - ii. No
 - b. Protection from violence?
 - i. Yes

- ii. No
- c. Basic necessities
 - i. Yes
 - ii. No
- 7. In your opinion, do you feel that you have better understanding of your rights, such as civil and political rights, right to freedom of movement, economic, social, and cultural rights, right to education and health, legal assistance, and documentation?
 - a. Yes
 - b. No

Theme: Interim and Durable Solutions

- I. In your opinion, do you feel that you now have better access to:
 - a. Livelihoods?
 - i. Yes. If yes, what type of livelihoods?
 - ii. No
 - b. Health services?
 - i. Yes
 - ii. No
 - c. Education, including training and capacity building?
 - i. Yes. If yes, what type of training and/or capacity building?
 - ii. No
 - d. Housing and property (including property restitution)?
 - i. Yes
 - ii. No
 - e. Public services?
 - i. Yes
 - ii. No
- 2. In your opinion, do you feel that the assistance provided has helped your local integration within the community and your current location?
 - a. Yes
 - b. No
- 3. In your opinion, what type of assistance would provide long-lasting solutions to improve your situation?

Theme: Beneficiary Feedback

- I. In your opinion, did the project address very important needs?
 - a. Strongly agree
 - b. Agree
 - c. Neither agree nor disagree
 - d. Disagree
 - e. Strongly disagree
- 2. Please rate how satisfied you are with the quality of services you received:
 - a. Very satisfied
 - b. Somewhat satisfied

- c. Neither satisfied nor dissatisfied
 - d. Somewhat dissatisfied
 - e. Very dissatisfied
3. Overall, are you happy with the assistance provided?
 1. Yes
 2. No
 4. Do you have any (anonymous) feedback for the organization(s) that provided the assistance?
 5. What was the best part about the project?
 6. Who provides the most useful assistance if/when needed?
 7. Do you have any (anonymous) feedback for the government officials?
 8. Do you have any other feedback?

Closing Questions:

Do you have any other comments or feedback?

IX. SUGGESTED EVALUATION INTERVIEW QUESTIONS FOR KEY INFORMANT INTERVIEWS (KIIS) FOR PRM STAFF

General interview protocol to be followed (outlined in the Section I).

Interview Date:

Interviewer:

Name(s):

Title(s):

-
1. In your opinion, did the program achieve its intended goals? If so, what were the factors contributing to the success? If not, why do you think that is?
 2. Looking back, is there anything you would do differently? And why?
 3. What has been the biggest lesson learned?
 4. Were there any challenges and, if so, how would you address them now to mitigate them from happening in the future?
 5. In your opinion, were the activities aligned with the Bureau's FBS?
 6. Did you discover any unintended consequences (positive or negative)?
 7. Did you discover any new best/good practices that could be applied to the future responses?
 8. Was it possible to coordinate any of the projects with USAID or/and link them to the SDG goals?
 9. How did PRM go about working to transition relief assistance activities to USAID or other development donors
 10. Looking back on the program transition and disengagement strategy starting in FY 2017, in your opinion, do you feel it was done successfully? If yes, what were the positive factors that can be applied to similar situations? If no, do you have any recommendations on what should be done differently?
 11. Is there anything else you would like to share?

ANNEX 6: SUMMARY OF RESULTS OF REVIEWED NGO AND UN WOMEN PILOT PROJECTS

The below shows the achievements of project indicators based on final reporting reviewed. The ET used the PRM's Monitoring Plan and Report (MPR) performance rating system to assess the performance of the projects. If the majority of the project objective level indicators in the project final report had achieved a "green" progress target rating of 80 percent (out of 100 percent) or more, the ET considered the project to have successfully achieved its goals. According to the analysis, overall, most of the projects achieved and/or exceeded their goals.

GEORGIA PRM - \$4,048,952 Co-share - \$106,750	Location	Implementing Partner		
FY15	Project Targets / Indicators Achieved		Yes	No
Pathways to Health and Peace	Tbilisi, Kutaisi, Sokhumi, Gali, Tshkinvali, Akhagori	GEOCOR	✓	
Social Enterprises for IDPs	Gori, Kareli, Kaspi, Khashuri	ASB	✓	
Consolidating IDP Integration in Georgia	Imerti and Samegrelo Zemo-Svantei regions	DRC	✓	
Youth Engagement for Abkhazia Reconciliation	Abkhazia	WV	✓	
Strengthening Community-Based Referral of War-Affected Communities in Shida Kartli	Shida Kartli (9 municipalities)	STC	✓	
FY16	Project Targets / Indicators Achieved		Yes	No
Health to Peace	Kutaisi, Zugdidi, Gori, Tserovani, Tbilisi, Sokhumi, Ochamchire, Gali, Tkvarcheli, Akhagori, Tskhivali, Java	GEOCOR	✓	
Support to Integration of IDPs through Empowering IDPs, capacitating Municipal and other duty bearers to Provide Sustainable Integration and Protection Solutions	Imegreti, Samegrelo, Zemo, Svaneti	DRC	✓	
Young Leaders for Peace and Development in Abkhazia	Abkhazia	WV	✓	
Supporting Human Rights and Protection of IDPs in Georgia	Gardabani, Tskaltubo, Rustavi and Kutaisi	STC	✓	
FY17	Project Targets / Indicators Achieved		Yes	No
Georgian and Abkhaz Leaders Interaction (GALI) Network for Women <i>*project terminated in March 2018</i>	Gali and Zugdidi	GEOCOR		✓
Building Peace through Healing Across Borders <i>*project terminated in March 2018</i>	Zugdidi, Kutaisi, Tserovani, Gali, Tkvarcheli, Sokhumi, Tskhinvali, Akhagori	GEOCOR		✓
Empowering IDP Communities and Improving Coordination Assistance at Municipal level to Sustain Integration Efforts	Imereti, Samegrelo, Zemo, Svaneti, Shida Kartli, Smatshkhe-Javakheti	DRC	✓	

GEORGIA PRM - \$4,048,952 Co-share - \$106,750	Location	Implementing Partner		
A Bright Future Together: Youth in Abkhazia Empowered and Equipped for Transition to Adulthood	Abkhazia	WV	✓	
Supporting Human Rights and Protection of IDPs in Georgia	Gardabani, Tskaltubo, Rustavi, Kopitnari	STC	✓	
FY18	Project Targets / Indicators Achieved		Yes	No
Economic Empowerment of IDPs and Host Communities in Georgia	Samegrelo, Abkhazia	ASB	✓	
Strengthening the Prevention of and Response to Gender-Based Violence (GBV) in IDP Communities in Georgia	Shida Kartli, Samegrelo	STC	✓	
Women and Girls Contributing to Resilient and Stable Societies	Georgia, including Abkhazia	UN WOMEN	✓	
FY19	Project Targets / Indicators Achieved		Yes	No
PROJECT WAS ONGOING AT THE TIME OF EVALUATION: Economic Empowerment of IDPs and Host Communities in Georgia	Samegrelo, Abkhazia	ASB		
PROJECT WAS ONGOING AT THE TIME OF EVALUATION: Addressing Violence against Women and Girls in the Samegrelo-Zemo Svaneti region of Georgia and in Abkhazia	Abkhazia, Samegrelo	UN WOMEN		

ARMENIA PRM - \$1,669,464 Co-share - \$32,000	Location	Implementing Partner		
FY15	Project Targets / Indicators Achieved		Yes	No
Refugee Empowerment and Livelihood Improvement (RELIP)	Armenia (all districts)	STC	✓	
FY16	Project Targets / Indicators Achieved		Yes	No
Legal Assistance Program for Disabled and Conflict Affected Persons in Armenia	Yerevan	ABA ROLI	✓	
Skills and Knowledge for Youth Economic Empowerment (SKYE)	Yerevan	WV	✓	
FY17	Project Targets / Indicators Achieved		Yes	No
Legal Assistance Program for Disabled and Conflict Affected Persons in Armenia	Yerevan	ABA ROLI	✓	
Enhanced Employability for Displaced Syrians through Value Proposition	Yerevan	WV	✓	
FY19	Project Targets / Indicators Achieved		Yes	No
ONGOING: Sustainable Solutions for Integration of Displaced and Conflict Affected Persons (SSIDCAP)	Yerevan	WV		

AZERBAIJAN PRM - \$188,559 Co-share - \$20,951		Location	Implementing Partner		
FY15	Project Targets / Indicators Achieved			Yes	No
FY15: Livelihood and Self-Reliance Initiative for IDP Youth in Rural and Semi-Urban Areas UNABLE TO ASSESS	Absheron, Sumgait		UMID		

ANNEX 7: SURVEY ANALYSIS

EQ 1: To what extent have PRM-funded programs met the humanitarian needs of refugees and IDPs in Georgia and elsewhere in the Caucasus? a. Did humanitarian assistance programs target and reach the most vulnerable? b. Did humanitarian assistance achieve PRM's strategic goal to save lives, ease suffering and promote human dignity? c. How well have PRM notices of funding opportunities addressed gaps in humanitarian assistance? d. Have there been any unintended consequences?

Twelve of 14 partner organization respondents to the online survey reported that PRM-supported assistance in their country of operation met the needs of refugees, IDPs, and other conflict-affected populations, particularly through emergency humanitarian aid, increasing livelihood opportunities, training and capacity building, advocacy and legal aid, and close communication with beneficiaries and government officials regarding needs and decision-making. One respondent said: *"We knew the beneficiary needs very well and the project design was done accordingly. All components of the project were tailored to the needs of the beneficiaries. Some components worked well, some less, but overall, they were designed to meet the different needs of all beneficiaries."* All 24 stakeholders (11 NGO, six GoG, four IO, three UN) who responded to the question in the mini-survey reported that PRM-supported activities achieved their purpose and goals. Six out of nine Government of Georgia stakeholder respondents to the mini-survey and online survey reported that PRM-funded projects were somewhat effective, while three stakeholders reported they were very effective.

All 14 partner organization respondents to the online survey believed that PRM-supported assistance protected the most vulnerable; all 18 stakeholders who responded to the question in the mini-survey reported the same and 16 out of the 18 reported that PRM's funding priorities were aligned with beneficiary needs. Several respondents said that vulnerability was the most important beneficiary selection criteria. Among the 14 partner organization respondents, half said PRM's humanitarian diplomacy and advocacy efforts for the protection of vulnerable populations was very effective, three said somewhat effective, and one said ineffective.

Twelve partner respondents to the online survey said that PRM met the international standards of humanitarian assistance in their country of operation. Only five of the partner respondents reported that PRM supported the safe, dignified, sustainable, and voluntary return of refugees, IDPs, and the most vulnerable migrants; four respondents noted that the question was not applicable to them. One respondent said that the PRM-funded project ensured that ties between people residing in Abkhazia and Samegrelo were strengthened and another spoke highly of the UNHCR's voluntary repatriation program for refugees supported by PRM.

Out of 89 beneficiaries who responded to the phone survey question, 52 respondents believed that PRM-supported assistance saved lives. While 28 of 34 beneficiaries in Armenia said the assistance saved lives, only 24 of 55 beneficiaries in Georgia said the same. Nine of 14 partner organization respondents to the online survey believed PRM-supported assistance in their country of operation saved lives, while five respondents said the goal of their project activities was not to save lives but to improve lives through durable solutions, such as economic empowerment. Four out of six Government of Georgia stakeholders reported in the mini-survey that the activities have helped save lives. Said one online survey respondent: *"U.S. funds constitute almost half of our budget in Azerbaijan. Without defined legal status in Azerbaijan, refugees rely heavily on our direct assistance. Without PRM's support, many of the protection needs would not have been covered. One relevant example would be two rounds of emergency cash assistance to most vulnerable refugees and asylum-seekers during the COVID pandemic."*

Sixty-eight of 89 beneficiaries who responded to the phone survey question believed that PRM-supported assistance eased suffering, including 41 beneficiaries in Georgia and 27 beneficiaries in Armenia; 74 respondents said the assistance improved their ability to meet basic needs, including 45 in Georgia and 29

in Armenia. One hundred percent of the beneficiaries in Georgia and 91 percent in Armenia felt they were respected and listened to. Thirteen of 14 partner organization respondents to the online survey believed the PRM-supported assistance in their country of operation helped ease suffering, as did all six of the Government of Georgia stakeholders in the mini-survey. Several online survey respondents cited economic empowerment interventions that increase income and reduce vulnerability, as well as protection activities and urgent assistance. One respondent said: *"We were able to resolve the issue of pension and social benefits for many Syrian-Armenian refugees, which was often their only source of income, essential for solving vital issues. We helped them get an ID, emergency medical care, etc."* Ninety-three percent of partner organization respondents to the online survey also believed the assistance promoted the human dignity of beneficiaries, especially through constant communication with beneficiaries about their needs, training on human dignity and respect, raising awareness and advocating for the rights and needs of vulnerable populations, and providing emergency humanitarian assistance.

Seventy-one percent of partner organization respondents to the online survey believed PRM notices of funding opportunities addressed gaps in humanitarian assistance in their country of operation, while two out of three Government of Georgia respondents to the online survey said that IO or NGO projects funded by PRM covered the most critical gaps not covered by the assistance and services provided by the government. One partner respondent noted: *"Our program very effectively complemented all the existing programs on the ground and provided services that were not provided by other organizations."* Another partner said that PRM provides assistance to vulnerable groups in line with their needs and addresses the gaps that government is not able to cover. Meanwhile, eleven of 14 partner organization respondents (79 percent) believed PRM-supported programs in their country of operation supported or complemented government humanitarian and integration efforts, as did all three GoG respondents.

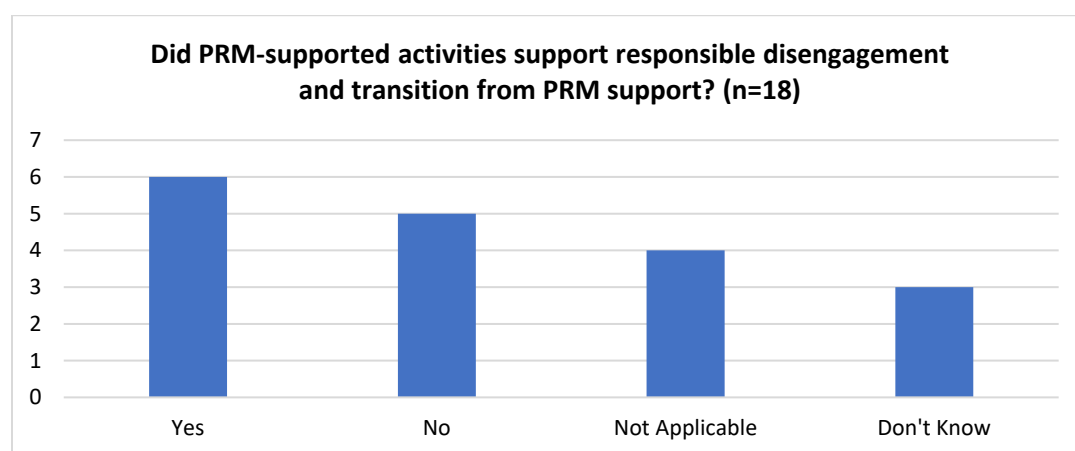
Twelve of 14 partner organization respondents to the online survey said PRM-supported programs were coordinated effectively with central and local government agencies, and all three GoG respondents said the same. One partner respondent reported: *"We have always cooperated with the RA Ministry of Diaspora, the Ministry of Economy, the Ministry of Health, the RA Ministry of Social Security, the Migration Committee, the Public Defender's Office, the Human Rights Defender's Office, and local self-government bodies. Without this cooperation the program could not have been successful."* Another respondent noted that the IDP Ministry was fully informed and on board with PRM interventions for the IDP population and that PRM was an active member of the IDP Ministry Steering Committee. Twelve out of 18 stakeholders (11 NGO, four IO, three UN) who responded to the question in the mini-survey reported that PRM consulted partners in its policy and funding decisions, including all UN and IO stakeholders, one NGO stakeholder said it did not, and the other five said they did not know the answer. Two out of three Government of Georgia respondents to the online survey felt they were consulted and respected as a government agency.

EQ 2: To what extent did PRM-funded programs provide durable and interim solutions for refugees and IDPs in Georgia and the Caucasus? a. Which programs were most successful and why? b. In what way did PRM-funded programs support a measured and responsible disengagement of PRM funding? c. The evaluation should provide concrete and actionable recommendations on how PRM and its stakeholders should handle the transition from PRM support.

Thirteen of 14 partner organization respondents to the online survey believed that PRM-supported assistance in their country of operation improved refugee and IDP self-reliance, as did all six Government of Georgia stakeholders in the mini-survey. Five of the online survey respondents reported that PRM-funded training and capacity building activities played a big role in increasing self-reliance and financial sustainability, while four respondents reported the role of legal advocacy activities, including for access to identification documents and employment for refugees and IDPs. One respondent said: *"There are many refugees from Azerbaijan living in Armenia who still need both identity documents and pensions and social benefits. We have been able to solve many such issues especially through the traveling legal clinic project."*

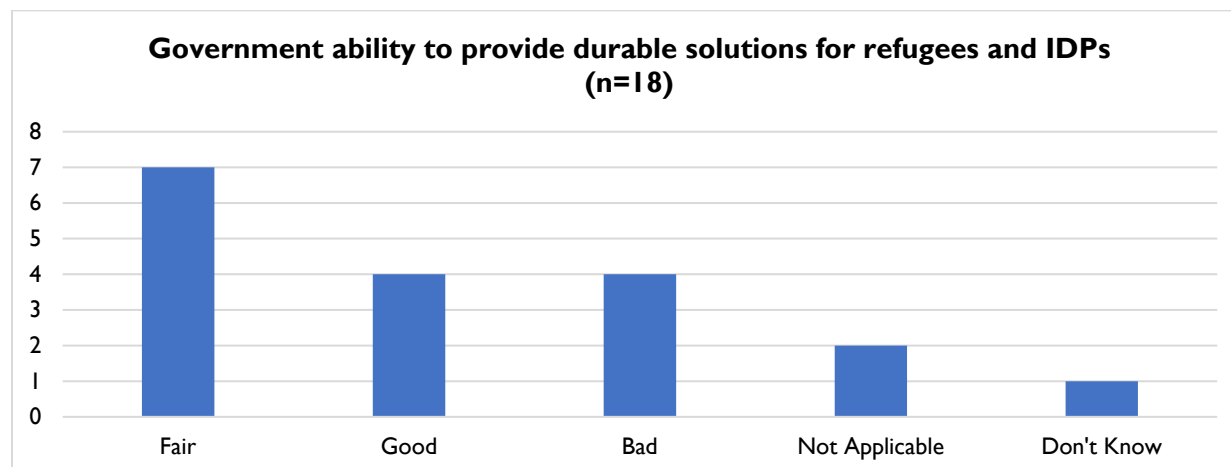
Citing many of the same activity successes, such as the creation of livelihood activities and advocacy for integration and access to labor markets for refugees, ninety-three percent of partner organization respondents to the online survey also said that PRM-supported programs provided interim and durable solutions for IDPs, refugees, and conflict-affected populations through local integration and increased self-reliance, as did 19 out of 24 stakeholders who responded to the mini-survey. Reported one partner survey respondent: *“In Georgia proper, the legal and policy work and partnership by UNHCR with government and civil society has led to a good asylum system and inclusive policies conducive to integration. In Abkhazia, the work of UNHCR has significantly contributed to an interim solution for IDP returnees, though the durable solution remains dependent on political agreements.”* Nine of 14 partner organization respondents to the online survey said linkages between relief and development programming have been somewhat effectively established to achieve sustainable durable solutions, and two respondents said they have been very effectively established.

Only six of 18 stakeholders who responded to the question in the mini-survey reported that PRM-supported activities supported responsible disengagement and transition from PRM support. Those that reported that PRM did not provide such support were all NGO stakeholders.



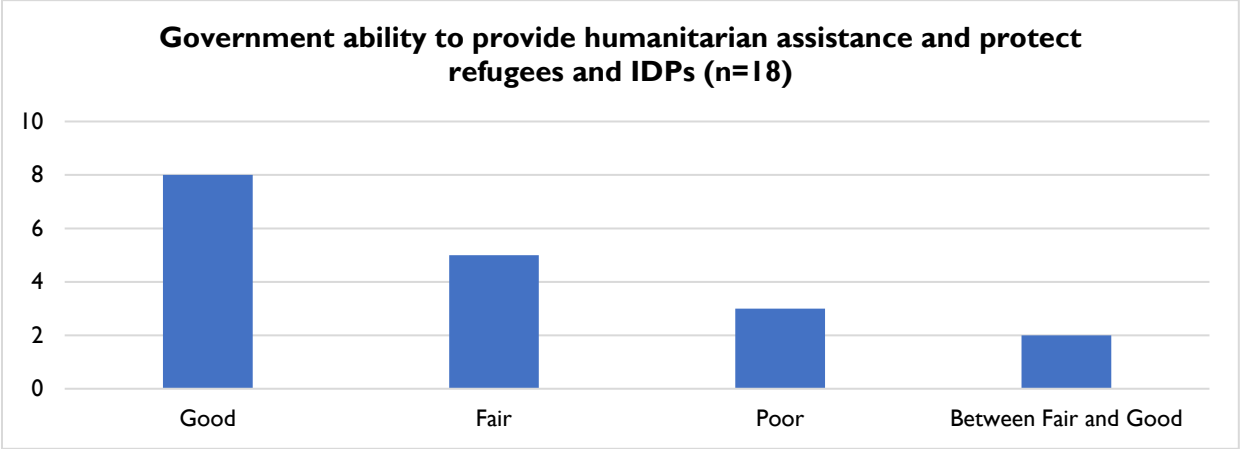
Seven out of 18 stakeholders who responded to the question in the mini-survey rated government ability to provide durable solutions for refugees, IDPs, asylum seekers, stateless persons, and returnees as fair, while four stakeholders rated it as good, and four rated it as bad. Two respondents felt the question was not applicable to them and one answered, “don’t know.”

Two out of three Government of Georgia respondents to the online survey said the government is not able to continue to provide durable services.



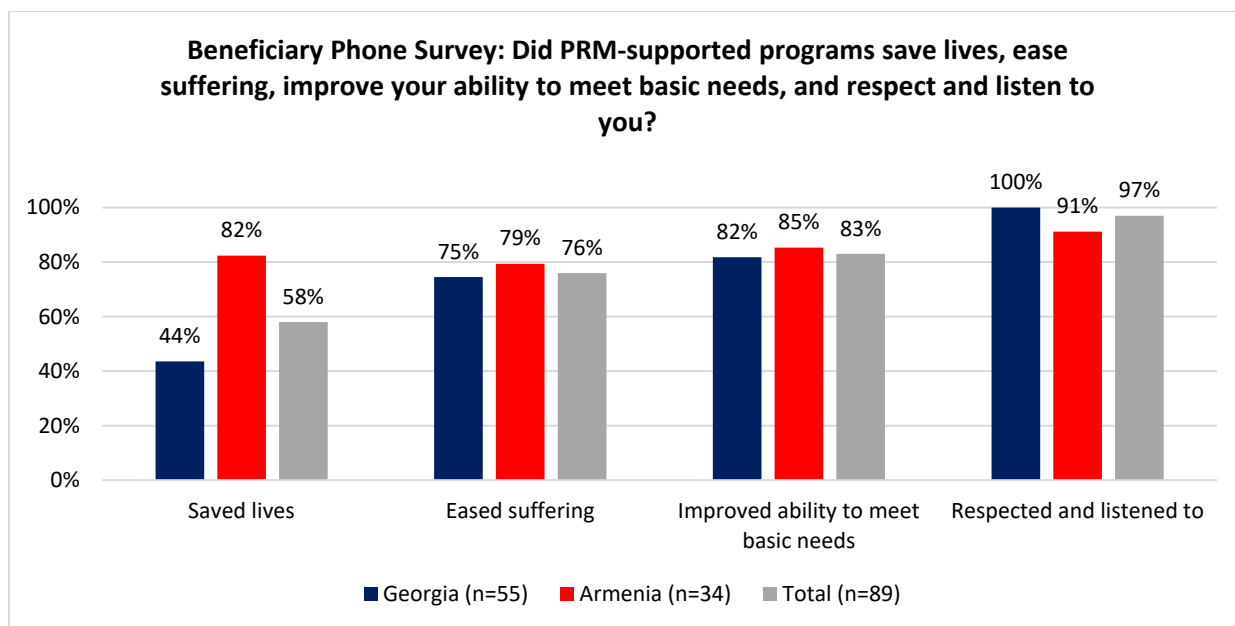
Eight of the 18 mini-survey respondents rated government ability to provide humanitarian assistance and protect the persons of concern as good, while five stakeholders rated it as fair, three stakeholders rated it as poor, and two IO stakeholders rated it “between fair and good.”

All three Government of Georgia respondents to the online survey said the government is able to protect the most vulnerable and provide for basic humanitarian needs, but two respondents said that it would be difficult to maintain quality services without assistance of donor organizations. As one noted: “The government cannot solve IDP integration problems without assistance of other countries or international organizations.”



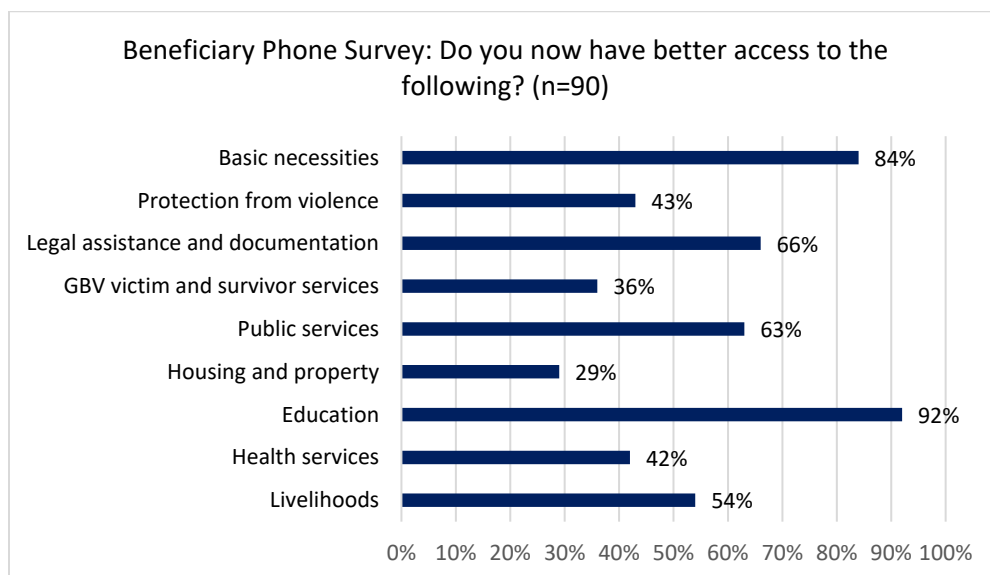
EQ 3: To what extent were refugees and IDPs satisfied with the quality of services received?

Out of 89 beneficiaries who responded to the phone survey question, 52 respondents believed that PRM-supported assistance saved lives. While 28 of 34 beneficiaries in Armenia said the assistance saved lives, only 24 of 55 beneficiaries in Georgia said the same. Sixty-eight beneficiaries reported that the assistance eased suffering, including 41 beneficiaries in Georgia and 27 beneficiaries in Armenia, and 74 respondents said the assistance improved their ability to meet basic needs, including 45 in Georgia and 29 in Armenia. One hundred percent of beneficiaries in Georgia and 91 percent in Armenia felt they were respected and listened to.

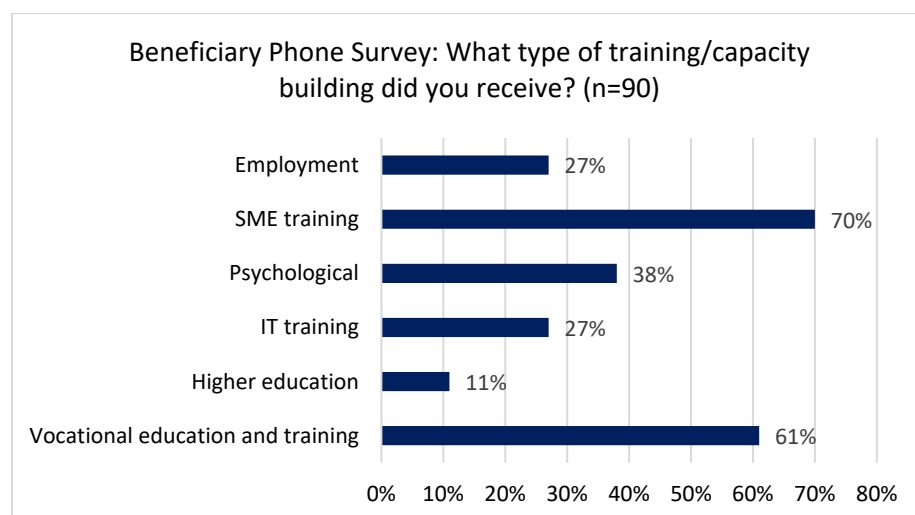


Ninety-seven percent of beneficiary phone survey respondents said they were consulted in determining what the most important needs were. Of the beneficiaries who said they were consulted, 88 percent said they were consulted by project coordinators/staff and 30 percent said they were consulted via community meet-ups, while 16 percent said local government officials provided the information, which indicates that many of them were consulted through multiple channels. Out of 90 beneficiaries who responded to the phone survey question, 84 of them said the assistance and services were provided in a timely and consistent manner.

Out of 90 respondents to the beneficiary online survey, 83 said they now had better access to education, including training and capacity building, because of PRM-supported programming. Furthermore, 76 beneficiaries said they had better access to basic necessities, 59 to legal assistance and documentation, 57 to public services, 49 to livelihoods, 39 to protection from violence, 38 to health services, 32 to GBV victim services, and 26 to housing and property.



Out of 90 respondents to the beneficiary online survey, 63 of them reported receiving SME training from PRM-supported programs, while 55 received vocational education and training, 34 received psycho-social support, 24 received IT training, 24 received employment, and 10 received higher education. Thirty-nine of the beneficiary respondents reported applying the skills they gained through the training/capacity building by starting or expanding a business, while 15 of the beneficiaries reported finding a paid permanent (nine respondents) or temporal or seasonal (six respondents) job.



Thirty-seven of the 90 beneficiary phone survey respondents said they received a grant from a PRM-supported program, including 27 of 56 beneficiaries in Georgia and 10 of 34 in Armenia.

Of the 14 partner organization respondents to the online survey, nine believed that beneficiaries were very satisfied with the assistance and services provided and four believed they were somewhat satisfied.

ANNEX 8: 2019 PRM FBS GOALS AND OBJECTIVES

Goal 1: Save lives, ease suffering, and promote human dignity through efficient and effective humanitarian assistance

Description and Linkages

PRM's humanitarian assistance programs aim to save lives and ease the suffering of refugees, stateless persons, vulnerable migrants, conflict victims and internally displaced persons (IDPs). PRM's humanitarian assistance is provided on the basis of need according to principles of universality, impartiality, and human dignity. Protection strategies are integrated across multiple sectors including: water, sanitation and hygiene, shelter, food, health and nutrition, education, livelihoods activities, and camp management. PRM-supported assistance programs are designed to identify and protect the most vulnerable within affected populations, such as single heads of households, children, the elderly, and the disabled to ensure that they have equal access to life-sustaining goods and services. This goal supports the National Security Strategy priority action item of reducing human suffering, which states, "*The United States will continue to lead the world in humanitarian assistance*" and Joint Strategic Plan Strategic Objective 3.4: Project American values and leadership by preventing the spread of disease and providing humanitarian relief.

Objective 1.1: Contribute to meeting international standards of humanitarian assistance

a. **Justification:** The goal of PRM programming is to support protection activities and provide humanitarian assistance in both emergency and protracted situations to a level where mortality, malnutrition, and other indicators of life-saving and protection interventions meet or exceed minimum international standards for populations of concern.

Objective 1.2: Mobilize the international community to respond to gender-based violence (GBV) as a life-saving priority in emergencies through enhanced coordination and service provision

a. **Justification:** In a crisis or emergency situation, when governments, systems, and families are torn apart, refugees—especially women and girls—become particularly vulnerable to GBV. PRM humanitarian assistance programs help prevent and respond to GBV by supporting a range of activities, from prevention and awareness raising to services, including medical, legal, livelihood, and psychosocial services, as well as capacity-development and training programs for humanitarian personnel and service providers. In FY 2013, PRM and USAID/DCHA launched a new initiative, Safe from the Start, to respond to ongoing needs at the onset of emergencies and to elevate the issue as a life-saving priority. In addition to providing targeted assistance, the Bureau also provides integrated or "mainstreamed" programs that address GBV within multi-sectoral assistance programs, and closely monitors the extent to which its programming includes activities to address GBV as well as assist GBV survivors and those most at risk of GBV.

Objective 1.3: Ensure timely and coordinated humanitarian responses to new and evolving emergencies

Justification: The goal of PRM's emergency response is to support partners to provide populations of concern with protection and life-saving assistance according to international standards from the outset of a crisis; to ensure that aid providers have the training and resources to work effectively in uncertain environments; and to contribute resources in close coordination with the international community and other first responders to avoid gaps or duplication.

Goal 2: Promote and provide durable and interim solutions for populations of concern through U.S. assistance and collaboration with the international community

Description and Linkages

To promote stability and protect human dignity, PRM will work to achieve three durable solutions for populations of concern: voluntary return and reintegration to home countries where possible; permanent integration into host communities in countries of asylum; and, for refugees, third-country resettlement

when neither voluntary return nor local integration is possible. In addition, PRM will seek solutions for stateless individuals, working with partners to advocate for their acquisition of citizenship, while also continuing to use the U.S. Refugee Admissions Program to provide durable solutions for stateless refugees.

The United States will admit vulnerable refugees within the regionally allocated ceilings determined by the President at the beginning of the fiscal year in consultation with Congress. Through cooperative agreements with a nationwide network of resettlement agencies, PRM's Reception and Placement (R&P) Program will provide support for newly resettled refugees' basic needs and essential services for the first 30-90 days upon arrival so that they can immediately begin the process of integration and assimilation to become contributing members of U.S. society.

PRM promotes durable solutions for refugees and conflict victims by pushing our State colleagues and their counterparts (in concert with those counterparts' humanitarian arms) to seek resolution to the conditions that have produced protracted refugee situations through a combination of humanitarian diplomacy and assistance efforts. PRM will continue to use refugee resettlement in the U.S. strategically to promote solutions for refugees in protracted situations and to leverage other governments' continued commitment to asylum principles.

When conditions permit, voluntary return and reintegration in safety and dignity into home communities is the preferred durable solution by most refugees and IDPs, enabling them to repatriate and to rebuild their lives and their communities. PRM will undertake both diplomatic efforts that help create conditions conducive to voluntary return and reintegration and programmatic efforts that aim to meet the needs arising from these activities, in order to ensure their sustainability. In situations where return to home countries is not possible in the near term, PRM will advocate and support efforts to integrate refugees into their host communities, either as an interim solution or as a form of permanent local integration, depending on the context.

Reaching and sustaining durable solutions requires strengthening relief and development coherence. Establishing and maintaining strong and effective linkages between humanitarian and development programs is an ongoing priority and challenge for PRM.

This goal supports the National Security Strategy priority action of reducing human suffering, which states, "*The United States will continue to lead the world in humanitarian assistance*" and Joint Strategic Plan Strategic Objectives 3.2: Engage international fora to further American values and foreign policy goals while seeking more equitable burden sharing and 3.4: Project American values and leadership by preventing the spread of disease and providing humanitarian relief.

Objective 2.1: Resettle in the United States refugees in need of protection

Justification: Resettlement is a key element of PRM's efforts to find durable solutions for refugees when repatriation and local integration are not viable solutions. The United States will advance this goal through its long-standing tradition of welcoming the most vulnerable refugees to communities across the country.

Objective 2.2: Support the safe, dignified, sustainable, and voluntary return of refugees, IDPs and the most vulnerable migrants

Justification: PRM advances its goal of providing durable solutions for populations of concern by promoting voluntary return when appropriate, noting historically low levels of returns in recent years. Through a combination of humanitarian diplomacy and assistance efforts, PRM aims to protect, alleviate the suffering of, and find durable solutions, for refugees and IDPs. PRM collaborates within the Department and other relevant USG agencies to help make safe, secure, and sustainable returns possible. PRM also provides very limited voluntary returns assistance to the most vulnerable migrants. PRM will continue to support efforts to facilitate safe voluntary return.

Objective 2.3: Advance refugees' local integration and self-reliance, especially in protracted situations

Justification: PRM advances its goal of providing durable and interim solutions for populations of concern by promoting local integration and self-reliance for those not yet able to access a durable solution. More than half of the world's refugees continue to live in exile after fleeing their homelands more than five years ago, the majority of them in countries that are also struggling to meet the needs of their own citizens. These refugees often live in overcrowded camps or settlements, and, in some cases, they lack freedom of movement, do not have access to land, and are prohibited from legal employment. Both the 2016 Leaders' Summit on Refugees and the 2016 World Humanitarian Summit's Grand Bargain seek to address the needs of protracted displacement and enhance the link between humanitarian and development actors for greater self-reliance.

Goal 3: Advocate for the protection of vulnerable populations and exert leadership in the international community

Description and Linkages

PRM strives to ensure that humanitarian principles are respected in U.S. foreign policy and engages in humanitarian diplomacy in the international community and through the multilateral system to: (1) advocate for the protection of the most vulnerable populations in crises, particularly refugees, conflict victims, and stateless persons; (2) build a strong international infrastructure for humanitarian response through support to and engagement with multilateral partners, with a focus on management reforms of United Nations humanitarian agencies and donor coordination; (3) advance effective and humane international migration policy that seeks to expand opportunities for safe, regular, and legal migration, especially through support to regional migration dialogues and in a variety of international fora; and (4) promote effective international population policies, including reproductive health and access to voluntary family planning as appropriate.

PRM's protection efforts seek to: prevent the forcible return of refugees to a place where their lives or freedom would be threatened (refoulement); negotiate access for humanitarian agencies to operate safely and reach civilians affected by conflict; resolve protracted refugee situations; prevent and reduce statelessness; and promote adherence to international humanitarian and human rights law.

PRM provides contributions to and leads American engagement with UNHCR, ICRC, IOM and UNRWA. PRM support to UNHCR and the ICRC is critical to USG international protection efforts, given their international protection mandates. Resources to support policy development, effective management and diplomacy at UNHCR and ICRC headquarters are devoted to this goal.

This goal supports the National Security Strategy priority action item of empowering women and youth, which states, *"We will support efforts to advance women's equality, protect the rights of women and girls,"* and Joint Strategic Plan Strategic Objectives 3.2: Engage international fora to further American values and foreign policy goals while seeking more equitable burden sharing and 4.1: Strengthen the effectiveness and sustainability of our diplomacy and development investments.

Objective 3.1: Protect the most vulnerable by working effectively through the multilateral system and engaging in humanitarian diplomacy and advocacy, including by promoting sufficient funding from other nations and institutions

a. Justification: A strong international infrastructure for humanitarian response is essential to save lives and ease suffering in crises. PRM engages other donors directly to encourage their strong financial and diplomatic support for humanitarian assistance and is at the forefront of efforts to encourage multilateral humanitarian agencies to undertake results-based management reforms to improve program performance. PRM coordinates with other donors through a variety of mechanisms, including participation in the Good Humanitarian Donorship initiative. Coordination with host governments is also key to effective humanitarian programming and occurs through bilateral consultations, participation in IO governing bodies, and other targeted efforts. Throughout and alongside these efforts, PRM strives to ensure that

protection of the most vulnerable is at the center of policymaking, and that humanitarian principles are respected in U.S. foreign policy.

As humanitarian needs continue to grow, the multilateral system is under strain. The U.S. Government is driving reforms within the international humanitarian system with the goals of improving protection and assistance for civilians affected by armed conflict and displacement; increasing funding and burden sharing for the global humanitarian system by expanding the number of member states that contribute regularly and at sustained levels to humanitarian organizations; promoting policies to facilitate private sector donations; improving the efficiency and effectiveness of humanitarian programs; and fostering greater coherence among humanitarian and development actors.

Objective 3.2: Advance effective and humane international migration policies

Justification: Multilateral and regional engagement is critical to advancing effective and humane international migration policies. PRM supports a range of regional migration dialogues, which have proven to be successful forums for governments to address migration challenges and share best practices. PRM also conducts migration diplomacy in a range of international fora and organizations to advance the U.S. Government's desire to increase the legal paths available to migrants, while reducing risks and vulnerabilities to migrants in transit and destination countries. PRM funding provides institutional support to IOM, which provides technical assistance to governments as they develop policies and procedures such as asylum screening and protection of vulnerable migrants.

Objective 3.3: Promote healthy and educated populations by advancing an integrated U.S. government strategy to support women's and girls' health, including maternal health and voluntary family planning assistance, and to combat HIV/AIDS through global partnerships and multilateral engagement.

Justification: PRM is the Department's central point of contact for international population policy guidance. The Bureau coordinates diplomatic engagement on international population issues and provides leadership to advance the U.S. government's goal of promoting healthy and educated populations. PRM's population staff work with counterparts in the Department and other U.S. agencies to accomplish foreign policy goals related to population. This includes working to ensure outcome documents and resolutions adopted in UN or other intergovernmental forums are consistent with U.S. policy through outreach and dialogue with government officials, multilateral organizations, NGOs, and other entities engaged in demographic, family planning, gender equality, and reproductive and maternal health issues. PRM works closely with the Department's Bureau for International Organization Affairs to manage the U.S. government's relationship with the UN Population Fund (UNFPA). PRM advances women's empowerment as embraced in the 1994 International Conference on Population and Development (ICPD) Program of Action. These include human rights, gender equality, strong families, care and protection of children, the right of all couples and individuals to decide freely and responsibly the number, spacing and timing of their children and to have the information and means to do so free from discrimination, coercion or violence. And because more than half of all maternal deaths take place during conflict or humanitarian emergencies, the Bureau also promotes increased access to life-saving maternal health care in these settings.

ANNEX 9: LIST OF RESPONDENTS

Stakeholder	Office/Position	Organization
Georgia September 28–October 16, 2020		
United States Government (USG)	Regional Political and Program Specialist/ PRM coordinator	US EMB Tbilisi
USG	Project Specialist	USAID Georgia
Government of Georgia (GoG)	Head of Department for Policy Analysis, Planning and International Relations	Office of the State Minister of Georgia for Reconciliation and Civic Equality
GoG	Head of Statistics and Analytics Division	Georgian Ministry of Internally Displaced Persons, Health, Labor and Social Affairs
GoG	Member of Assembly, head of procedural committee	Gori local Municipality Assembly,
GoG	Head of Gender equality and social protection department	Zugdidi Municipal Assembly,
GoG	Head of Division of International Protection Issues of the Migration Department (DIPI)	Ministry of Internal Affairs
GoG	Project Coordinator for joint UNHCR-PDO project on refugees and asylum seekers	Public Defender's Office of Georgia,
International Organization (IO)	Head of Delegation	ICRC Georgia
IO	Head of Protection	ICRC Georgia
IO	Coordinator	ICRC Georgia
IO	Country Representative	UNHCR Georgia
IO	Staff member	UNHCR Georgia
IO	Chief of the Mission	IOM Georgia
IO	Project Manager for PRM activities (TCNs)	IOM Georgia
IO	Acting Country Director	UN Women Georgia
IO	Project Analyst	UN Women Georgia
IO	Program Analyst	UN Women Georgia
Non-Governmental Organization (NGO)	Team Leader	Save the Children Georgia
NGO	Project Coordinator	Save the Children Georgia
NGO	Project Manager	Save the Children Georgia
NGO	MEAL Coordinator	Save the Children Georgia
NGO	Regional Director	DRC South Caucasus
NGO	Eastern Georgia Area Manager	DRC Georgia
NGO	Western Georgia Area Manager	DRC Georgia
NGO	Regional Monitoring, Evaluation, Learning and Accountability Coordinator (MEAL)	DRC Georgia
NGO	Program Manager	ASB Georgia
NGO	Head of Office	Cultural Humanitarian Fund Sukhumi
NGO	Executive Director	Charity Humanitarian Centre Abkhazeti
NGO	LDC Manager	Charity Humanitarian Centre Abkhazeti
NGO	Abkhazia Program Manager	World Vision International
NGO	Director of Programs	World Vision Georgia
NGO	Project Coordinator	Women's Fund for Development

Stakeholder	Office/Position	Organization
NGO Beneficiaries	56 (21 males, 35 females)	Beneficiaries of ASB, DRC and Save The Children from Eastern and Western Georgia
UNHCR Beneficiaries	One female refugee (Iraq), one female (Central Asia) and one male (Iran) asylum seekers	Beneficiaries of UNHCR Georgia
ICRC Geneva HQ: September 28-October 16, 2020		
IO	Geneva Resource Mobilization Department	ICRC Geneva (covering for ICRC Armenia and Azerbaijan)
IO	Geneva Operations Coordinator South Caucasus	ICRC Geneva (covering for ICRC Armenia and Azerbaijan)
Armenia: September 28-October 16, 2020		
NGO	Former Project Manager	Save the Children Armenia
NGO	Youth Program Manager	World Vision Armenia
NGO	SSIDCAP Project Manager	World Vision Armenia
NGO	Country Director	ABA ROLI Armenia
NGO Beneficiaries	34 (13 males, 21 females)	World Vision Armenia
Azerbaijan: September 28-October 16, 2020		
USG	Political Chief (former Regional Refugee Coordinator Tbilisi)	US EMB Baku
IO	Protection Officer	UNHCR Azerbaijan
IO	Chief of Mission	IOM Azerbaijan
IO	Project Associate	IOM Azerbaijan

Data Collection – Summary by Country

Country	# KIIs*	#Beneficiary Interviews **	# Participants		Total
	Total # Participants		Male	Female	
Georgia	33	62	35	60	95
Armenia	4	34	14	24	38
Azerbaijan	4	0	4	0	4
ICRC Geneva ¹¹²	2	0	1	1	2
Total	43	96	54	85	139
%			39%	61%	

*Partners (international organizations and NGOs) and Government of Georgia.

**Project beneficiaries (59 IDPs, 1 refugee, and 2 asylum seekers) interviewed by phone and data collected from 3 municipality staff (project beneficiaries)¹¹³ in Georgia by email.

Online Surveys			
	#Partners	#Government	
Georgia	11	3	In Georgia, the online survey participants included IOs, NGOs, and their local partners and staff who had participated in the KIIs. In Armenia, one NGO partner
Armenia	1	0	
Azerbaijan	2	0	

¹¹² ICRC Geneva HQ covered interviews for ICRC Azerbaijan and ICRC Armenia.

¹¹³ Two female staff members from Kutaisi and Poti municipalities and one male staff member from Zugdidi municipality who participated in thematic workshops organized by DRC: (1) IDP Social and Health Care Support; (2) IDP Legal Aid Services (LAS) and legal issues; and (3) IDP local services as part of the “Empowering IDP Communities and Improving Coordination Assistance at Municipal Level to Sustain Integration Efforts” project implemented in FY 2017.

Online Surveys			
	#Partners	#Government	
Total	14	3	participated in the survey. In Azerbaijan, two IO partners participated in the survey.

The ET received contact details for a total of 204 (27 percent response rate) beneficiaries of ASB, DRC, and STC from Eastern and Western Georgia, and 70 contact details (48.5 percent response rate) from WV Armenia for Syrian-Armenian beneficiaries categorized by UNHCR as living in refugee-like situations.

The ET also received contact details for 50 municipal employees in Zugdidi, Senaki, Poti, and Kutaisi who participated in one or more of the following thematic workshops organized by DRC: a) IDP Social and Health Care Support; b) IDP Legal Aid Services (LAS) and legal issues; and c) IDP local services as part of the “Empowering IDP Communities and Improving Coordination Assistance at Municipal Level to Sustain Integration Efforts” project implemented in FY 2017. The ET took an opportunity to administer a short email survey to the municipal employees.¹¹⁴ Unfortunately, 15 emails bounced back and most did not respond or recall the project. The ET received only three responses but nevertheless incorporated the results in Section 4. These three respondents are reported as part of the program beneficiaries sample interviewed. In total, the ET was able to obtain a 29.6 percent response rate (96 out of 324 contacts) for the beneficiary (58.3 percent female respondent rate) interviews and sample in Georgia and Armenia.

The ET conducted 30 KIs (43 participants, of which 56 percent were female) with the key program stakeholders and IPs: five NGOs in Georgia and Armenia, UN Women Georgia, six Georgian government officials at the central and municipality level,¹¹⁵ ICRC staff in all three countries,¹¹⁶ UNHCR Georgia and Azerbaijan, IOM Georgia and Azerbaijan, USAID Georgia, and PRM staff in Georgia, including the former Georgia-based PRM Regional Refugee Coordinator (REFCOORD) currently working at the American Embassy in Baku, Azerbaijan.

¹¹⁴ Questions: (1) What type of knowledge or skills have you acquired through the DRC-implemented capacity development activities and how/where did you apply them?; (2) In your opinion, do United States Government (USG) activities under this project improve services to the IDPs?; (3) In your opinion, is the government able to protect and assist the most vulnerable IDPs?; (4) Are the local IDPs in the work of Civil Advisory councils? If yes, how?; (5) Do you have any recommendations or feedback to donor organizations?

¹¹⁵ Four at the central level with (1) Office of the State Minister of Georgia for Reconciliation and Civic Equality, (2) Georgian Ministry of Internally Displaced Persons, Health, Labor and Social Affairs, (3) Division of international Protection Issues of the Migration Department of the Ministry of Internal Affairs, and (4) Public Defenders Office. Two at the municipality level: (1) Member of Gori Municipality Assembly, and (2) Head of Gender Equality and Social Protection Department, Zugdidi Municipality.

¹¹⁶ ICRC Geneva HQs covered the interviews for IOM Azerbaijan and IOM Armenia.

ANNEX 10: DISCLOSURE OF CONFLICT OF INTEREST

Attachment I

CONFLICT OF INTEREST CERTIFICATE

To: Michael McGuire, Contracting Officer

Through: Department of State

From: Annika Caldwell

I certify that I am not aware of any matter that might limit my ability to work on contracts and related actions in an objective and unbiased manner or which might place me in a position of a conflict, actual, potential, or apparent, between my responsibilities as a support contractor.

In making this certification, I have considered all my stocks, bonds, and other financial interests, and employment arrangements (past, present, or under consideration) and, to the extent known by me, all the financial interests and employment arrangements of my spouse, my minor children, and other members of my immediate household.

If, after the date of this certification, any person, firm, or other organization with which, to my knowledge, I (including my spouse, minor children, and other members of my immediate household) have a financial interest, or with which I have (or had) an employment arrangement, becomes involved in the acquisition I am responsible for, I will notify the Contracting Officer of this apparent conflict of interest. In such case, until advised to the contrary, I will not participate further in any way (by rendering advice and making recommendations) on the applicable contract and/or related action.

Name

Annika Caldwell

Signature

Digitally signed by Annika Caldwell DN: cn=Annika Caldwell, o, ou,
email=annikacaldwell@gmail.com, c=US Date: 2020.05.29 14:28:28 -07'00'

May 29, 2020

Date

CONFLICT OF INTEREST
CERTIFICATE

To: Michael McGuire, Contracting Officer

Through: Department of State

From:

KONSTANTINE PERADZE

Contractor Employee

I certify that I am not aware of any matter that might limit my ability to work on contracts and related actions in an objective and unbiased manner or which might place me in a position of a conflict, actual, potential, or apparent, between my responsibilities as a support contractor.

In making this certification, I have considered all my stocks, bonds, and other financial interests, and employment arrangements (past, present, or under consideration) and, to the extent known by me, all the financial interests and employment arrangements of my spouse, my minor children, and other members of my immediate household.

If, after the date of this certification, any person, firm, or other organization with which, to my knowledge, I (including my spouse, minor children, and other members of my immediate household) have a financial interest, or with which I have (or had) an employment arrangement, becomes involved in the acquisition I am responsible for, I will notify the Contracting Officer of this apparent conflict of interest. In such case, until advised to the contrary, I will not participate further in any way (by rendering advice and making recommendations) on the applicable contract and/or related action.

KONSTANTINE PERADZE

Name



5/29/2020

Date

ANNEX 11: DOCUMENTS REVIEWED

1. Annex 1: FY 2014 Caucasus and Central Asia PPRC Performance Review
2. Annex 1: FY 2015 Caucasus and Balkans PPRC Performance Review
3. Attachment One NGO Proposal Review and Overview of Recommended/Not Recommended Programs – FY 2016 NOFO for NGO Programs Benefiting Displaced and Conflict-Affected Persons in Armenia and Georgia
4. Annex 1: FY 2016 Caucasus and Balkans PPRC Performance Review
5. Caucasus Funding Recommendations Details Spreadsheet 2017
6. FY 2017 Caucasus NGO Performance Review and Recommended Programs
7. Annex 1: FY 2017 South Caucasus and Western Balkans PPRC Performance Review
8. FY 2018 Funding Recommendations Spreadsheet
9. Annex 2: FY 2018 Schedule of Anticipated Grants.Gov Announcements and Funding PPRCs
10. FY 2018 Caucasus NGO Performance Review and Recommended Programs
11. FY2016 NOFO for NGO programs benefiting displaced and conflict-affected persons in Armenia and Georgia
12. ABA/ROLI “Legal Assistance Program for Displaced and Conflict Affected Persons in Armenia (period Sept 2016 – Aug 2017)” Proposal for PRM Funding
13. ABA/ROLI NOA for Legal Assistance Program for Displaced and Conflict Affected Persons in Armenia (Sept 2016 – 1 Aug 2017)
14. ABA/ROLI PPR for “Legal Aid Program for Displaced and Conflict-Affected Persons in Armenia”
15. GEOCOR “Health for Peace (Sept 2016 – Aug 2017)” Proposal for PRM Funding
16. GEOCOR NOA for Health for Peace project (Sept 2016 – Aug 2017)
17. GEOCOR Third Quarter PPR for Health for Peace project
18. SCT “Supporting Human Rights and Protection of Internally Displaced People in Georgia (Sept 2016 – Aug 2017)” Proposal for PRM Funding
19. SCT NOA “Supporting Human Rights and Protection of Internally Displaced People in Georgia (Sept 2016 – Aug 2017)” project
20. SCT Final PPR for “Supporting Human Rights and Protection of Internally Displaced People in Georgia (Sept 2016 – Aug 2017)” project
21. WV “Young Leaders for Peace and Development in Abkhazia (Sept 2016 – Aug 2017)” Proposal for PRM Funding
22. WV NOA for “Young Leaders for Peace and Development in Abkhazia (Sept 2016 – Aug 2017)” project
23. WV PPR for “Young Leaders for Peace and Development in Abkhazia (Sept 2016 – Aug 2017)”
24. WV “Skills and Knowledge for Youth Economic-empowerment (SKYE) in Armenia (Sept 2016 – Aug 2017)” Proposal for PRM Funding
25. WV NOA for “Skills and Knowledge for Youth Economic-empowerment (SKYE) in Armenia (Sept 2016 – Aug 2017)” project
26. WV Interim Federal Financial Report for “Skills and Knowledge for Youth Economic-empowerment (SKYE) in Armenia (Sept 2016 – Aug 2017)” Project
27. FY2017 NOFO for NGO programs benefiting displaced and conflict-affected persons in Armenia and Georgia
28. FY2017 NOFO Synopsis
29. ABA/ROLI “Legal Assistance Program for Displaced and Conflict-Affected Persons in Armenia (Sept 2016 – 2017)” Proposal for PRM funding (updated) ; S-PRMCO-16-CA-124
30. DOS Award Provisions (SPRMCO17CA2088) for ABA/ROLI “Legal Assistance Program for Displaced and Conflict-Affected Persons in Armenia”
31. DRC “Closing the Gaps – Protecting the Vulnerable (Dec 2016 – Nov 2017)” Proposal for PRM Funding

32. DOS Award Provisions (S-PRMCO-17-CA1016) for DRC “Closing the Gaps – Protecting the Vulnerable (Dec 2016 – Nov 2017)” project
33. DRC Final (4th Quarter) PPR for “Closing the Gaps – Protecting the Vulnerable (Dec 2016 -Nov 2017)” project
34. DRC “Empowering IDP communities and improving coordination assistance at municipal level to sustain integration efforts (Sept 2017 – Sept 2018)” Proposal for PRM Funding
35. DOS Award Provisions (SPRMCO17CA2098) for DRC “Empowering IDP communities and improving coordination assistance at municipal level to sustain integration efforts (Sept 2017 – Sept 2018)” project
36. DCR Final PPR for “Empowering IDP communities and improving coordination assistance at municipal level to sustain integration efforts (Sept 2017 – Sept 2018)” project
37. Annex 13: Internal Evaluation of PRM-Funded DRC Project “Empowering IDP Communities and Improving Coordination Mechanism at Municipal Level to Sustain Integration Efforts, December 11, 2018”
38. Annex 9: DRC Reference Manual on Effective Advocacy, 2018 (in Georgian)
39. Annex 8: DRC Overview of the Advocacy Campaigns for targeted IDP settlements in East and West Georgia
40. Annex 7: DRC Procedural Manual on Privatization of Common Spaces, 2017 (in Georgian)
41. Annex 11: Durable Solutions Indicators Georgia based on Inter-Agency Standing Committee Framework on Durable Solutions
42. Assessment Report on IDP Integration Gaps for DRC Project “Closing the Gaps – Protecting the Vulnerable”
43. Annex 2: DRC Capacity Gaps Assessment Questionnaire
44. Annex 3: DRC Capacity Gaps Assessment Report East Georgia
45. Annex 4: DRC Capacity Gaps Assessment Report West Georgia
46. Annex 5: DRC Integration Guide (In Georgian)
47. Annex 6: DRC Privatization Leaflet (in Georgian)
48. GEOCOR “Georgian and Abkhaz Leaders (GALI) Integration Network for Women (Sept 2017 – Sept 2018)” Proposal for PRM Funding
49. DOS Award Provisions (SPRMCO17CA2091) for GEOCOR “Georgian and Abkhaz Leaders (GALI) Integration Network for Women (Sept 2017 – Sept 2018)” project
50. GEOCOR Study on Violence Against Women in Conflict Affected Populations in Zugdidi and Gali Regions, 2018
51. GEOCOR (4th Quarter) PPR for “Georgian and Abkhaz Leaders (GALI) Integration Network for Women (Sept 2017 – Sept 2018)” project
52. GEOCOR “Building Peace through Healing Across the Borders (Sept 2017 – Sept 2018)” Proposal for PRM Funding
53. DOS Award Provisions (SPRMCO17CA2106) for GEOCOR “Building Peace through Healing Across the Borders (Sept 2017 – Sept 2018)” project
54. GEOCOR (4th Quarter) PPR for “Building Peace through Healing Across the Borders (Sept 2017 – Sept 2018)” Project
55. STC “Supporting Human Rights and Protection of Internally Displaced People in Georgia, Phase 2 (15 Sept 2017 – 14 Sept 2018)” Proposal for PRM Funding
56. DOS Award Provisions (SPRMCO17CA2101) for STC “Supporting Human Rights and Protection of Internally Displaced People in Georgia, Phase 2 (15 Sept 2017 – 14 Sept 2018)” project
57. STC (4th Quarter) PPR for “Supporting Human Rights and Protection of Internally Displaced People in Georgia, Phase 2 (15 Sept 2017 – 14 Sept 2018)” project
58. STC Final Evaluation Report for Supporting Human Rights and Protection for Internally Displaced People in Georgia, Phase 2 Project, October 2018

59. PRM FY2018 MPR for ABS “Economic Empowerment of IDPs and Host Communities in Georgia (Sept 2018 – Sept 2019)” project
60. ASB Economic Empowerment of IDPs and Host Communities in Georgia – Coaching and Mentoring Sessions of Project Beneficiaries, August – September 2019 report prepared for Charity Humanitarian Center Abkhazeti
61. ASB “Economic Empowerment of IDPs and Host Communities in Georgia’s Mid-Term Review, 2019
62. ABS Economic Empowerment of IDPs and Host Community in Georgia - Baseline Research Analysis of Project Beneficiaries’ Livelihood and Income, 2019
63. ABS “Economic Empowerment of IDPs and Host Community in Georgia (Sept 2018 – Sept 2020)” Proposal for PRM Funding
64. FY2018 NOFO Synopsis South Caucasus
65. FY2018 NOFO for NGO programs benefiting displaced and conflict-affected persons in Armenia and Georgia
66. DOS Award Provisions for ABS “Economic Empowerment of IDPs and Host Community in Georgia (Sept 2018 – Sept 2020)” project
67. STC “Strengthening the Prevention of and Response to Gender Based Violence in IDP communities in Georgia (Sept 2018 – Nov 2019)” Proposal for PRM Funding
68. Annex 2: STC GBV Success Stories
69. Annex 1: STC Final Internal Evaluation Report for “Strengthening the Prevention of and Response to Gender Based Violence in IDP communities in Georgia (Sept 2018 – Nov 2019)”
70. PRM FY2018 MPR for STC “Strengthening the Prevention of and Response to Gender Based Violence in IDP communities in Georgia (Sept 2018 – Nov 2019)” project
71. STC “Strengthening the Prevention of and Response to Gender Based Violence in IDP communities in Georgia (Sept 2018 – Nov 2019)” Presentation to PRM, May 2019
72. DOS Award Provisions for STC “Strengthening the Prevention of and Response to Gender Based Violence in IDP communities in Georgia (Sept 2018 – Nov 2019)” project
73. DOS Award (SPRMCO18VC0038) for UN Women “Women and Girls Contributing to Resilient and Stable Societies (contribution to the implementation of UN Women Strategic Plan 2018 – 2021) and UN Women Georgia Strategic Note (2016- 2020).
74. DOS/PRM UN Women Georgia Contribution Letter dated 31 August 2018
75. Attachment A: UN Women Concept Note for UN Women “Women and Girls Contributing to Resilient and Stable Societies (contribution to the implementation of UN Women Strategic Plan 2018 – 2021) and UN Women Georgia Strategic Note (2016- 2020)
76. WV “Sustainable Solutions for Integration of Displaced and Conflict Affected Persons, Armenia (Sept 2018 – Sept 2020)” Proposal for PRM Funding
77. DOS Award Provisions for WV “Enhanced Employability for Displaced Syrians through Value Proposition” project
78. WV Final PPR for “Enhanced Employability for Displaced Syrians through Value Proposition (Sept 2017 – Sept 2018)” project
79. ABA/ROLI (4th Quarter/Final) PPR for “Legal Assistance Program for Displaced and Conflict-Affected Persons in Armenia (Sept 2017 – Aug 2018) project.
80. ABS “Economic Empowerment of IDPS and Host Communities in Georgia (Sept 2019 – Sept 2020)” Proposal for PRM Funding
81. DOS Award Provisions (SPRMCO19CA0254) for “Economic Empowerment of IDPS and Host Communities in Georgia (Sept 2019 – Sept 2020)” project
82. PRM FY2019 MPR for ASB “Fostering livelihood through entrepreneurship opportunities and capacity building and promoting confidence through cross-border cooperation (Sept 2019 – Sept 2020) project

83. ABS (1st Quarter) PPR for “Economic Empowerment of IDPs and Host Communities in Georgia (Sept 2017 – Sept 2020)” project
84. ABS (2nd Quarter) PPR for “Economic Empowerment of IDPs and Host Communities in Georgia (Sept 2017 – Sept 2020)” project
85. Direct Funding Opportunity Announcement - ABS Georgia, September 2019
86. UN Women Concept Paper for “Addressing Violence Against Women and Girls in Samegrelo-Zemo Svaneti Region of Georgia and Abkhazia, Georgia (Sept 2019 – Sept 2020), August 2019
87. DOS/PRM UN Women Contribution Letter (dated Sept 27, 2019) for “Addressing Violence Against Women and Girls in Samegrelo-Zemo Svaneti Region of Georgia and Abkhazia, Georgia (Sept 2019 – Sept 2020)” project
88. UN Women Final Progress Report for “Women and Girls Contributing to Resilient and Stable Societies (Sept 2018 – Sept 2019)” project
89. UN Women Final Financial Statement for “Women and Girls Contributing to Resilient and Stable Societies (Sept 2018 – Sept 2019)” project
90. WV “Sustainable Solutions for Integration of Displaced and Conflict-Affected Persons, Armenia (Feb 2019 – Jan 2021)” Proposal for PRM Funding
91. Updated WV “Sustainable Solutions for Integration of Displaced and Conflict-Affected Persons, Armenia (Apr 2019 – March 2021)” Proposal for PRM Funding
92. PRM FY2019 for WV “Sustainable Solutions for Integration of Displaced and Conflict-Affected Persons (SSIDCAP)” project
93. WV Armenia (1st Quarter) PPR for “Sustainable Solutions for Integration of Displaced and Conflict-Affected Persons (SSIDCAP)” project
94. WV Armenia (2nd Quarter) PPR for “Sustainable Solutions for Integration of Displaced and Conflict-Affected Persons (SSIDCAP)” project
95. WV Armenia (3rd Quarter) PPR for “Sustainable Solutions for Integration of Displaced and Conflict-Affected Persons (SSIDCAP)” project
96. UNOCHA Policy and Studies Series: Reducing Protracted Internal Displacement – a Snapshot of Successful Humanitarian-Development Initiatives, June 2019
97. IASC Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action, 2015
98. United Nations General Assembly A/70/709 “One Humanity: shared responsibility” Report of the Secretary-General for the World Humanitarian Summit, February 2016
99. Fact Sheet, UNHCR Armenia, April 2020
100. Fact Sheet, July 2020
101. Advocacy Paper UNHCR Observations and Recommendations on Statelessness in the Republic of Armenia, 2020
102. Fact Sheet, UNHCR Armenia, March 2018
103. Study on Migration related considerations of displaced Syrian population, 2016
104. IOM South Caucasus COVID-19 Response Situation Report #1, September 2020